DISASTER MANAGEMENT PLAN

1 Introduction

A disaster is a natural or man-made (or technological) hazard resulting in an event of substantial extent causing significant physical damage or destruction, loss of life, or drastic change to the environment. It is a phenomenon that can cause damage to life and property and destroy the economic, social and cultural life of people.

Natural disasters and manmade disasters like aircraft accidents, fires, terror attack & aircraft hijacking do occur at airports and therefore, it is required to prepare Disaster Management Plan (DMP). Airport emergency planning is the process of preparing an airport to cope with an emergency occurring at the airport or in its vicinity. The object of airport emergency planning is to minimize the effects of an emergency, particularly in respect of saving lives and maintaining aircraft operations. The airport emergency plan sets forth the procedures for coordinating the response of different airport agencies (or services) and those agencies in the surrounding community that could be of assistance in responding to the emergency.

The emergency arising out of the incidents whose effects are confined to the airport premises is termed as on-site emergency and those with effects extending beyond the airport premises is termed as off-site emergency. This chapter identifies possible disasters that could occur at the Greenfield Airport at Rajkot and draws a disaster management plan, which includes the emergency control measures, plan of coordination and interaction with various agencies including administrative agencies, rescue and relief operations, training and awareness to minimize the severity of disasters.

1.1 Purpose

The purpose of a DMP is to spell out the procedures for coordinating the response of different agencies and services, both on and off the airport, to cope with various aircraft related and non-aircraft related emergencies anticipated at the airport.

1.2 Objective of DMP

The objectives of the emergency planning are to describe the airport's emergency response organization, the resources available and applicable response actions. Thus, the objectives of emergency response plan can be summarized as follows:

- Rapid control and containment of the hazardous situation;
- Minimizing the risk and impact of an event/accident; and
- Effective rehabilitation of the affected persons, and prevention of damage to property.

The DMP plan should be prepared in accordance with the Civil Aviation requirement laid down by the Director General of Civil Aviation (DGCA), the National Disaster Management Act, 2005, the National Building Code as well as various code provisions of the International Civil Aviation Organization (ICAO) Airport Service Manual, Part-7.

1.3 Types of Disasters

1.3.1 Natural Disasters

Natural Disasters are often sudden & intense and results in considerable destruction, injuries & death disrupting normal life as well as the process of development. Disasters due to natural calamity could be as follows

- Earthquake
- Flood
- Storm/ Cyclone
- Cloud burst/ lightning/ extreme weather conditions
- Fire

1.3.2 Aircraft Accident Related Disasters

Aircraft accident occurs near and within the airport during landing/take off/taxing due to malfunctioning of some mechanism like undercarriage, failure of hydraulic power supply, non-functioning of one or more engines, malfunctioning of landing gear, sudden fire in aircraft while en-routing, unforeseen circumstances in which pilot loses control over aircraft and improper signaling by air traffic control tower (ATC). Disasters due to emergencies could be as follows:

- Aircraft accident at airport
- Aircraft accident off airport
- Hazardous material emergency, hydrocarbon spills (ATF) followed by pool fire
- Fire

1.3.3 Terror Attack, Plane Hijack, Sabotage

The threat of bombing vital installations by enemy action or sabotage can not be ruled out near and within the airport. Since airports are vital facilities prone to terror attack/sabotage or plane hijacking, the threat to an airport could be from ground as well as from the air. Disasters due to external factors are on account of unlawful seizure, sabotage and bomb threat.

1.4 Categorization of Emergencies

Emergencies at airports can be classified under several broad headings. These headings are listed below together with a description of the type of emergency.

1.4.1 Local Standby

Local standby will be declared when an aircraft approaching the airbase is known or is suspected to have developed some defect but the trouble does not normally involve any serious difficulty in effecting a safe landing.

1.4.2 Aircraft Disabled/Immobilized on Runway/Taxiway

An incident such as bursting of tyres, hydraulic leakage/failure, undercarriage failure or any other technical problems, the aircraft can be disabled or immobilized on the runway or taxiway. Situation like this may require the pilot to disembark the passengers onboard in situ before the aircraft is removed or towed to its parking bay. To specifically deal with such a situation, a plan should be developed.

1.4.3 Full Emergency

Full Emergency will be declared when an aircraft approaching the airbase is known or is suspected to be in such trouble that there is a possibility of an accident.

1.4.4 Crash Action

Crash Action will be declared for aircraft accidents on the airbase as well as off the airbase. There are two types of Crash Action – for aircraft accidents that occur within the Airport Fire Service Turnout Area and for that which occur outside the Airport Fire Service Turnout Area.

1.4.5 In-Flight Mass Casualties

Part 1 of ICAO Annexure 6 stipulates that the pilot-in-command shall be responsible for notifying the nearest appropriate authority by the quickest available means of any accident involving his aircraft, which results in serious injury or death to any person or substantial damage to the aircraft or property. Mass casualties onboard will usually result from incidents such as an encounter with air turbulence during flight and mass food poisoning.

1.4.6 Fires on the Ground

Fires on the ground can be aircraft related and non-aircraft related. Fires involving aircraft can be at any location on the runway, taxiway or apron area where the aircraft is parked. Non-aircraft related fires involve mainly the airport buildings and installations.

1.4.7 Natural Disasters

The natural disasters to which airport are likely to be subjected to are earthquake, flood, thunder and storms. Depending on the intensity, such acts of nature may cause severe destruction to the aircraft, airport buildings and installations, and even loss of life. While nothing can be done to avert them, there are actions that can be taken at design stage to minimize the impact and expedite restoration of airport operations during emergency using the emergency plan.

1.5 Disaster Management Plan

1.5.1 Local Standby

Local Standby is declared when an aircraft approaching the airbase is known or is suspected to have developed some defect but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing.

The decision to declare Local Standby for an aircraft emergency rests with the Air Traffic Control; and the Air Traffic Control shall use the standard text and format for the declaration of Local Standby as follows:

AIRPORT LOCAL STANDBY:

- Aircraft Operator:
- Aircraft Type & Flight Number; Nature of Trouble;
- Number of Persons on Board (POB); Fuel on Board;
- Planned Runway;
- Estimated Time of Arrival (ETA); and
- Any dangerous goods on board including quantity and location, if known.

1.5.2 Full Emergency

Full Emergency is declared when an aircraft approaching the airbase is known or is suspected to be in such trouble that there is a possibility of an accident. The decision to declare Full Emergency rests with the Air Traffic Control.

AIRPORT LOCAL STANDBY:

- Aircraft Operator:
- Aircraft Type & Flight Number; Nature of Trouble;
- Number of Persons on Board (POB); Fuel on Board;
- Planned Runway;
- Estimated Time of Arrival (ETA); and
- Any dangerous goods on board including quantity and location, if known

1.5.3 Aircraft Crash within Airport Fire Service Turnout Area

The Airport Fire Service turnout area shall include the entire airport area as well as the areas in the vicinity of the airport up to an arc of a circle centered at the runway threshold of 5 km radius, and 3 km from the perimeter of the airport. Crash action is declared for aircraft accidents on the airbase as well as off the airbase.

The Air Traffic Controller shall activate the crash alarm immediately if one of the following events occurs:

a) When the aircraft accident/ crash is sighted by the Air Traffic Controller or the sighting is reported to the Air Traffic Control by any of the reliable sources such as the "Follow-Me" vehicles plying in the aircraft movement area;

b) During poor visibility- when the Air Traffic Controller is unable to sight the runway, and the aircraft, which has been cleared for takeoff or land, fails to respond to the Air Traffic Control's repeated calls or the inputs from the Advanced Surface Movement Guidance and Control System (A-SMGCS) and other radar have indicated that the aircraft might have crashed; or

c) When the aircraft has been cleared to land and fails to land within 5 minutes of the estimated time of landing and the communication with the pilot is not able to be re-established. Or the inputs from A-SMGCS and other radar have indicated that the aircraft might have crashed.

If the crash is within the Airport Fire Service Turnout Area, the Air Traffic Control shall activate the crash alarm for at least one minute continuously, and the "Crash" message shall be broadcast over the Crash alarm communication system. The "Crash" message shall also be relayed to the Airport Fire Watch Tower.

The standard text and format used for the "Crash Action" message for aircraft crash within the airport Fire Service Turnout Area shall be as follows:

CRASH, CRASH, CRASH:

- Aircraft Type & Flight Number; Location of Accident;
- Grid Map Location [*SQUARE (Alpha-Numeric)]; Time of Accident;
- Number of Persons On Board (POB);
- Fuel On Board;
- Aircraft Operator;
- Any dangerous goods on board including quantity and location, if known

*The 'Square' is the alpha -numeric grid reference indicated on the Crash Map.

If the aircraft accident occurs on the runway, the Air Traffic Control shall give clearance for the responding airport fire vehicles to enter the runway as soon as possible.

1.5.4 Aircraft Crash outside Airport Fire Service Turnout Area

If an aircraft accident occurs outside the Turnout Area, the procedures for Crash Action outside the Airport Fire Service Turnout Area shall be as followed.

The decision to declare the Crash Action rests with the Air Traffic Control. If it is clear to the Air Traffic Controller that the aircraft has crash and landed outside the Airport Fire Service Turnout Area, the standard text and format used for the "Crash Action" message shall be as follows:

AIRCRAFT CRASH OUTSIDE TURNOUT AREA;

- Aircraft Type & Flight Number; Location of Accident (approximate);
- Time of Accident;
- Number of Persons On Board (POB); Fuel On Board;
- Aircraft Operator;
- Any dangerous goods on board including quantity and location, if known

State Authorities/District Administration will be overall in charge of all ground operations at the scene. All the other agencies and services involved will activate their respective emergency operations plans to support the State Authorities/District Administration in the mitigation of the aircraft accident. Local Fire Service will be fully in charge and resume command of the aircraft fire-fighting and rescue operations at the crash site.

1.5.5 Fires on the Ground (Aircraft Related Fires Occurring in Aircraft Movement Areas)

An aircraft can catch fire while it is taxing in the movement area or parked at an aerobridge or remote bay. Such a scenario can arise from a defect or malicious act, and may develop into a major disaster. The resources required to mitigate are thus identical to that of an aircraft crash within the Airport Fire Service Turnout Area. When the aircraft on the ground catches fire and is sighted by the Air Traffic Controller or reported to the Air Traffic Control by any reliable sources, the Air Traffic Controller shall activate the Airport Fire Service through the crash alarm communication system and provide details of the aircraft fire, for example:

- Location of aircraft;
- Nature of fire (e.g. undercarriage fire, engine fire);
- Number of Passenger On Board (POB); and
- Presence of dangerous goods, if known.

The Air Traffic Controller shall give clearance to the responding fire vehicles to enter the runway/taxiway as soon as possible. If the fire is large and has caused extensive damage to the aircraft and external resources are required to aid in the mitigation process, the Air

Traffic Controller shall declare "Aircraft on Fire". The standard text and format used for the "Aircraft on Fire" message shall be as follows:

AIRCRAFT ON FIRE;

- Aircraft Operator;
- Aircraft Type & *Flight Number; Location of Aircraft;
- *Nature of Fire (e.g. undercarriage fire, engine fire);
- *Number of Persons on Board (POB);
- *Any Dangerous Goods on Board.

(*The information shall be provided if it is available and applicable.)

The Sequence of Activation for "Aircraft on Fire" shall be similar to that of "Aircraft Crash within the Airport Fire Service Turnout Area". The use of the phrase "Aircraft on Fire" is to give distinction and therefore avoid confusion between aircraft crash and aircraft on the ground on fire.

1.5.6 Fires on the Ground (Fires Involving Airport Buildings and Installations, i.e. Non-Aircraft Related Fires)

Fire may occur at any of the airport installations and buildings. If out of control, such a fire may cripple the key airport facilities and disrupt the normal airport operations. During a fire occurrence, however small it may appear to be, person who discovers it shall:

- Raise the fire alarm via the nearest manual call point. If no manual call point is readily available, raise the alarm by other available means;
- Inform the Airport Fire Service immediately of the exact location of the fire; and
- Operate a suitable fire extinguisher where readily available, or any water hose reel within range.

On receipt of a structural fire call, the Fire Watch Tower operator shall request the caller to provide the following details:

- Location of fire;
- Type of fire;
- Name of caller; and
- Telephone number of caller.

1.5.7 Dangerous Goods Accidents/Incidents

Dangerous goods accidents/incidents may occur:

- During an "Aircraft Crash" in which the aircraft concerned is carrying dangerous goods;
- During a "Full Emergency" in which the aircraft concerned is carrying dangerous goods;

- During a "Local Standby" in which the aircraft concerned is carrying dangerous goods;
- During "Fires on the Ground" in which the aircraft is carrying or in the process of loading/unloading dangerous goods; or
- When consignments of dangerous goods are damaged during loading or unloading from the aircraft or during delivery or collection from cargo terminals/warehouses within the airport.

1.5.8 Emergency Response for enemy action or sabotage

Bomb alert on aircraft

a) Any aircraft that is suspected of carrying a bomb should be parked in Isolated Bay Area.

b) All passengers should be evacuated immediately by the fastest means while the local or airport police arrange for bomb disposal experts to attend and search the aircraft. All baggage should be left on board until it has been searched and cleared. Airport rescue and fire services should be standby at point no less than 300m from air craft and predetermined procedure for bomb alerts should take into account the calling of local authority services of fire, police, ambulance and hospitals.

c) These types of incidents may occur on the ground or in the air including the seizure of an aircraft unlawfully, the placement of bomb on board or suspected bomb on board or armed attack on the aircraft which may include taking of hostage in such cases airport normally have contingency plan which firstly demand positioning the aircraft away from the main runway and terminal building and secondly police and law enforcement agencies are contact as necessary.

The Air traffic control must

- Maintain continuous communication with the rescue and fire fighting services to ensure that they are kept updated in relation to any change in distressed aircraft condition.

- Attend to bomb threat calls received to aircraft, terminal building, vital installations and arising from unclaimed observed insides/outside the airport and safe neutralization of explosives devices found.

- Conduct regular training of airport security police and staff, airline agencies working at the airport. This training is based for identification of explosives.

1.6 Role and Responsibility in Handling Emergencies

The following table summarizes the key functions for the Rajkot Airport and other supporting organizations/ agencies/ services during a crisis

S.No	Organization/ Agencies/Services	Key Function/Responsibility
1	Airport Fire Service	• Aircraft rescue and fire fighting operation • Post-accident fire protection Support for triage activities • Evacuate injured passengers to hospitals • Support for structural fire-fighting and evacuation • Support for mitigation and dangerous floods, accidents/ incidents
2	AirsideManagement/ Operation	• Activate key officials and ground handling agent concerned • Muster airline's and ground handling agent's resources • Provide and direct ground service supports • Provide inputs to air traffic control in regard to runway and taxiway closure • Coordinate aircraft recovery and salvage operation.
3	Air Terminal Management	• Activate key officials and other external agency/services such as hospitals, panel doctors, ambulance services, bureau of civil aviation security, immigration and customs • Activate the Emergency Response and Interaction Centre (ERIC) Group • Setup the Emergency Co-ordination Centre (ECC), Survivors Reception Centre (SRC), Friends and Relative Reception Centre (FRRC) and Re-union Area (RA) • Passengers facilitation and business recovery at terminal buildings • Support terminal building evacuation.
4	Engineering	• Provide technical support and assistance • Support recovery efforts
5	Corporate Communication.	• Media management • Facilitate press releases and • Organization of press conferences
6	Air Traffic Service	• Activation and Termination of Crash Action, Full Emergency, Local standby, etc. • Air traffic management including issuing NOTAM (notices to airman)
7	Police	• Guarding of aircraft wreckage and preservation of evidence at the accident site including eye-witness accounts and photography • Custody of flight data and cockpit voice recorders, cargoes onboard including dangerous goods, and baggage/passenger belongings • Investigation and management of dead bodies including their identity establishment, mortuary arrangements, and release of the bodies. • Arrange medical examinations of the crew members alive and passengers as well as post-mortem examinations of the deceased crew members and passengers mob control.

S.No	Organization/ Agencies/Services	Key Function/Responsibility
8	Airlines	• Support overall crisis mitigation efforts e.g. accountability of passengers, management of Next of Kin (NOK), aircraft accident investigation, etc. • Support media management • Passenger and NOK facilitation • Facilitate reunions of survivors and NOK • Prepare and provide passenger and cargo manifests. • Report the aircraft accident or serious incident to the authorities concerned as stipulated under Aircraft Rules, 1937, Part X Investigation of Accidents. • Salvage/removal of crashed or disabled aircraft
9	Ground Handling Agent	• Provide ground service staff and facilities including passenger steps, coaches, and aircraft towing equipment.
10	Director General of Civil Aviation (DGCA)	• Set standards and directions for dealing with all aviation related emergencies • Aircraft accident/ incident investigation • Authorize release of cargoes onboard including dangerous goods, baggage and removal of crashed/ disabled aircraft

1.7 Operation and Management Control

1.7.1 Airport Emergency Managing Committee

To ensure coordinated action, an Airport Emergency Managing Committee will be constituted. The airport director will be the chairman of this committee. The committee will comprise of members from various airport departments including the following

- Airport Administration
- Air Traffic Control
- Airport Rescue and Fire Fighting
- Airport Security Services
- Safety Department
- Airport Medical Services
- Maintenance Department
- Environment Management Cell
- Representative from Airlines
- Transportation Department
- Cargo Facility
- Department of Information and Publicity
- Representative from local NGO’s and Social Group

Also member from Airport Authority of India and district administration will be part of the committee.

Airport emergency managing committee will design the procedure, the emergency action plan, evacuation plan and procedures for implementation based on local needs and facilities available. For effective implementation of emergency action, coordination among the various agencies involved in Emergency Control Centre will be expected. Emergency control centre will be established as the supreme command post for emergency action. For direct action and coordination at ground level mobile command post will be established. Emergency action committee will select officers in charge for emergency control centre.

1.7.2 Airport Emergency Operation/ Coordination Centre

During a major airport disaster such as an aircraft crash or a severe fire outbreak at terminal building, the various emergency operations and coordination centers will be established immediately to mitigate the disaster. The Emergency Control Centre will be the top command for coordination and communication centre for all kinds of emergencies. The Chairman of Emergency Managing Committee will be the head of emergency control centre. Under his direction, chief officer will operate and regulate all emergency operation. The centre will operate under the directions of Airport Emergency Managing Committee. Its location will be fixed, as per the requirement emergency situations.

The main features of this unit will be

- Its fixed location
- It acts to guide and support to the on scene commander in the mobile command post for aircraft accidents/ incidents
- It will be operated by a specialized trained staff from Fire, Safety, Health and Environment department personnel of airport
- It will be the command, co-ordination and communication centre for unlawful seizure of aircraft and bomb threats
- It is operationally available 24 hours a day
- The location of the emergency operations centre should provide a clear view of the movement area and isolated aircraft parking position, wherever possible.

The Airport emergency operation centre should contain:

- Emergency alert and communication system.
- Adequate number of external telephones. The latest telephone directories with a list of important numbers.
- Adequate number of internal telephones and a P.A. system.
- Radio equipment, hot-lines and walkie-talkie.
- Plans of the airport to show various areas of airport
- Sources of sirens and safety equipments including fire, explosion, spill and gas controls.
- Stock of other fire extinguishing materials.

The airport emergency operations and coordination centers at the airport comprise Crisis Management Centre (CMC), Airport Emergency Response and Interaction Centre (AERIC), Emergency Coordination Centre (ECC), Mobile Command Post (MCP), Triage Area (TA), Survivors Reception Centre (SRC), Friends and Relatives Reception Centre (FRRC) and reunion Area (RA). Each of them has its own functions and roles to perform during the crisis are as described below:

a) Crisis Management Center (CMC)

Established by the airport operator, the CMC is to function as an overall overseeing and controlling authority of the crisis mitigation process during an emergency. The committee of the CMC comprises the following permanent and supporting members:

Permanent members of CMC are:

- Chief Operating Officer
- Head (Engineering/Maintenance)
- Head (Utility)
- Head (Security)
- Head (Airside Management)
- Terminal Manager

Supporting members of CMC are:

- Ministry of Civil Aviation representative
- DGCA representative
- Airline concerned representative
- CISF representative
- Police representative
- Any other agencies required for proper handling of the crisis.

Functions of the CMC include:

Formulate strategic plans and policies, as well as engage in high level decision making for the mitigation of crisis;

- Control, coordinate and support operations during an aircraft accident;
- Oversee the work and progress of protracted fire-fighting & rescue, and salvage operations;
- Liaise with the airline concerned, local authorities, ministries, and governmental departments for support;
- Arrange and provide welfare to the staff involved in the mitigation of crisis;
- Regulate the release of information to the public on the facts of the disaster;

- Authorize the release of official passenger manifest and information pertaining to the aircraft accident;
- Issue press releases and organize press conferences; and
- Ensure that the post-accident operations are completed expeditiously so that the airport can resume normal operations in the shortest possible time.

b) Emergency Response and Interaction Centre (ERIC)

When an accident occurs beyond the normal office hours, the CMC Committee may take longer-than-usual time to convene. As an interim arrangement, ERIC will be activated and its members will be notified as per the roster and convene within one hour of activation.

The ERIC group will carry out the general functions of the CMC until the latter comes into operation. When the CMC is operational, the ERIC will cease functioning and play the supporting roles as directed by the CMC. Before standing down the ERIC operations, the head of the ERIC group shall brief the CMC on the progress.

The ERIC Group comprises Officials on duty. The members are on a weekly rotation basis. All officials on the duty are required to have their mobile phones switched on at all times and be in a position to reach the airport within one hour of activation.

c) Emergency Coordination Centre (ECC)

Located near to airport gate, the ECC will be established by the airport operator, in the event of a major disaster to coordinate the response and functions of the external supporting organizations, agencies, and services involved in the mitigation of the emergency. Functions of the ECC include:

- Support crash site fire-fighting and rescue operations through liaison and coordination with the external organizations/agencies/ services;
- Facilitate mobilization of external resources to the crash site, such as issuing emergency passes and arranging with Apron Control for "Follow-me" vehicles;
- Friends and relatives facilitation at the airport; and
- Arrange and facilitate visits by the VVIPs to the crash site.

d) Mobile Command Post (MCP)

The MCP will be established at the accident site to serve as an on scene command, coordination and communication centre for the accident. It is a point where the co-operating agencies heads/ representatives assemble to receive and disseminate information and make decisions pertinent to the rescue operations.

The MCP will be deployed to the accident site by the Airport Fire Service and be positioned at a distance of not less than 90 m upwind from the aircraft. The MCP will be headed by Head (Airside Operations), and Chief Airport Fire Service will be the alternate Head. When it is beyond the office hours, Duty Airport Manager (Shift-In-Charge) shall proceed to manage the MCP for the first hours until Head (Airside operations) or Chief Airport Fire Service arrives. Functions of the Mobile Command Post include:

- Establish communication with CMC and ECC.
- Establish contact with other agencies reporting at the crash site. Establish a staging area for all ground services equipment such as tow tractors, passenger steps, and coaches reporting to the crash site;
- Establish an Assembly Area for the uninjured survivors;
- Secure and provide any assistance required by the doctors at the Triage Area;
- Arrange speedy evacuation of injured casualties to the hospitals;
- Liaise with the airline concerned to transport the uninjured and casualties; and
- Maintain and update a record of casualty evacuation status including:
  - Number of casualties evacuated from the aircraft; and
  - Number of casualties evacuated to the Emergency Medical Centre, hospitals, and Survivors Reception Centre.

e) Triage Area (TA)

Triage area is a location established usually near to the accident site, where triage operations (i.e. sorting and classification of casualties to determine the order of priority for treatment and transportation) are performed. In an aircraft crash accident, the triage area is normally established at a distance of not less than 100 m upwind from the aircraft. In triaging, casualties are classified into four categories given below and explain in the Table below:

Priority I Immediate care
Priority II Delayed care
Priority III Minor care
Priority IV Deceased

Medical Priorities in Triage Area

Category (priority)	Status	Arm band or identification	Description
P-I	Immediate Case	Red	Serious injuries, hemorrhage, asphyxia, facial injuries open and compound fracture, extensive burns, crash injuries and sever shock symptoms
P-II	Delayed Care	Yellow	Simple fracture, limited burns, cranial trauma, rapidly progressive shock. Injuries to sort parts burns less than 30%
P-III	Minor Care	Green	Minor injuries-need only first aid on the spot
P-IV	Dead	Black	Declared dead by the doctor

f) Assembly Area (AA)

The Assembly area is an area set up near the accident site to temporarily receive the survivors until the arrangements to transport them to the Survivors Reception Centre are made. Depending on the doctors' assessments of their medical condition, most priority III casualties will also join them and bring to the Survivors Reception Centre.

g) Survivors Reception Centre (SRC)

The Survivors Reception Centre (SRC) is a designated area set up for receiving the survivors (except for the flight crew and flight attendants) involved in an aircraft accident, for the associated documentation designed to account for the survivors and for interviews by the police officers and accident investigators. Upon receiving the "Crash" message, Terminal Manager will set up the SRC which shall be manned by the airline staff with the police taking charge of the security of the area, i.e. no unauthorized persons shall be allowed in this area. At the SRC, the airline staff shall:

- Perform head count, briefing and documentation;
- Provide care and comfort including refreshments;
- Arrange accommodations;
- Facilitate the survivors who plan to continue their journey; and
- Arrange for doctors and/or officers through ECC on need basis.

h) Friends and Relatives Reception Centre (FRRC)

The FRRC serves as a secure area, away from the attentions of the media, for the friends and relatives of those involved in an aircraft accident. The documentation process within the

FRRC helps to confirm who was on the aircraft and facilitates the reunion. On receiving the "Crash" message, the Terminal Manager will set up the FRRC.

The airline staff shall man the FRRC, and the police shall take charge of the security of the area. At the FRRC, the airline staff shall:

- Attempt to verify the identity of the visitors on entry;
- Conduct documentation and briefing;
- Update Next to Kin (NOK) with the latest information including passenger manifest, that has been officially cleared;
- Provide care and comfort including refreshments;
- Facilitate the NOK's requests or needs;
- Break the news of fatalities to the NOK concerned in the presence of the police; and
- Arrange for doctors and/or officers through ECC on a need basis.

1.8 Training and Education

Regular training would be provided to all personnel who have a role in planning and operational response to an emergency. The training objectives are:

- To familiarize personnel with the contents and manner of implementation of the plan and its procedures;
- To train personnel in the performance of the specific duties assigned to them in the plan and in the applicable implementation procedures;
- To keep personnel informed of any changes in the plan and the implementing procedures;
- To maintain a high degree of preparedness at all levels of the Emergency Response Organization;
- Train new personnel who may have moved within the facility/ organization;
- Test the validity, effectiveness, timing and content of the plan; and
- Update and modify the plan on the basis of experience acquired through exercises and drills.

1.9 Mock Drills and Exercises

Mock drills constitute another important component of emergency preparedness and refer to the re-enactment, under the assumption of a mock scenario, of the implementation of response actions to be taken during an emergency. Mock drills and integrated exercises have the following objectives.

- To test, efficacy, timing, and content of the plan and implementing procedures;
- To ensure, that the emergency organization personnel are familiar with their duties and responsibilities by demonstration;

- Provide hands-on experience with the procedures to be implemented during emergency; and
- Maintain emergency preparedness.

The frequency of the drills would vary depending on the severity of the hazard. However, drills would be conducted once in a year. Scenarios may be developed in such a manner as to accomplish more than one event objective. Drills and exercises will be conducted as realistically as is reasonably practicable. Planning for drills and exercises would include:

- Basic objectives;
- Dates, times and places;
- Participating organizations;
- Events to be simulated;
- Approximate schedule of events;
- Arrangements for qualified observers; and
- An appropriate critique of drills/exercises with participants.

Evaluation of drills and exercises would be carried out which include comments from the participants and observers. Discrepancies noted by the drill observers during the drill shall be pointed out. The individual responsible for conducting the drill or exercise would prepare a written evaluation of the drill or exercise. The evaluation would include assessments and recommendations on:

- Areas that require immediate correction;
- Areas where additional training is needed;
- Suggested modifications to the plan or procedures; and
- Deficiencies in equipment, training, and facilities.
- Records of drills, exercises, evaluations, and corrective actions would be duly maintained.

1.10 Updating of Disaster Management Plan

The Disaster Management Plan and implementing procedures would be reviewed and updated to ensure compliance with relevant regulations and applicable state and local emergency plans.

The need for updating is based on following aspects:

- Written evaluations of mock drills exercises which identify deficiencies or more desirable methods, procedures, or organizations;
- Changes in key personnel involved in the organization;
- Changes in the facility organization structure;
- Changes in regulations;
- Recommendations received from other organizations and state agencies.