

Emergency Contact Details

Airside Operational Instruction 19

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AOI Owner – EMA Resilience



SECTION 1 - INTRODUCTION

1. AOI Owner

1.1 The AOI owner for this document is the EMA Resilience Team.

2. Introduction

2.1 The purpose of this AOI is to ensure that all airport users have access to, and are aware of, the procedures for summoning assistance in the event of an emergency and the location of Emergency Points Airside.

3. Scope

3.1 This document includes the contact numbers to use in the event of an emergency and the procedures for in the event of a first aid incident, fire or bomb threat.

3.2 This document does not include the Airport's emergency response procedures – these are contained in the separate "Aerodrome Emergency Plan".

3.3 Whilst these procedures are detailed in this AOI they apply equally to both airside and landside areas of the Airport site. Further details can be found in the Aerodrome Emergency Plan.

SECTION 2 – EMERGENCY CONTACT NUMBERS

1. In the event of an emergency the following numbers should be used:

1.1 In an emergency situation, for example when life is in danger or a crime is being committed, calls should be made to EMA extension **3333** or **01332 818555**. First aid assistance calls and ambulance requests should also be made to these numbers.

1.2 Anyone with any doubts regarding suspicious items, packages or persons in the Terminal Building or around the site should ring the Airport Emergency phone numbers (as above) or contact a member of Security. In each instance incident details (i.e. location / type of the incident) should be provided. A response appropriate to the situation will then be initiated.

1.3 Reports of a crime or criminal offences of a non-urgent nature which have been committed should be made directly to Leicestershire Police on 101.

1.4 In the event that 999 has been called by someone within your company/area, a call should be made to the above EMA numbers so that appropriate escorts can be arranged for the emergency services.

SECTION 3 – DISCOVERY OF FIRE

1. Upon discovery of a fire, staff should activate the nearest break glass unit. This will activate the alarm for the sector or building that the break glass is located in.

2. The staff member activating the break glass is then responsible for informing the Control Room of the location of the fire on extension **3333** or **01332 818555**.

3. If it is safe to do, the staff member has received the relevant fire extinguisher training by RFFS and the fire is small then they may attempt to extinguish the fire before evacuating the sector.
4. Airport evacuation procedures are contained in the Aerodrome Emergency Plan. It is the responsibility of designated fire marshalls to ensure that the building is evacuated in line with these procedures.
5. Should the Automatic Fire Alarm activate in your building and the Airport Rescue and Firefighting Service have been mobilised, under no circumstance should the alarm panel be reset until the arrival of the Rescue and Firefighting Service. The active panel will enable the Incident Commander to assess the situation and identify in what part of the building the automatic fire alarm has activated.

SECTION 4 – BOMB THREATS

1. Introduction

- 1.1 The following contains the procedure to be followed by all EMA or service partner staff in the event that they receive a bomb threat, whether by telephone or another method.
- 1.2 The Airport's procedures for responding to the threat are contained in the Aerodrome Emergency Plan, Part E, access to which is restricted.

2. Actions to be taken by all persons receiving a bomb threat

- 2.1 In the event that a member of staff receives a bomb threat they must try to write down and remember as many details as possible.
- 2.2 Immediately telephone the Control Room's emergency number (extension **3333** or **01332 818555**) to inform them that a bomb threat has been received. Give the following information:
 - a. Your name and where you work
 - b. How the threat was received i.e. phone call or email
 - c. Your present location and a contact telephone number
- 2.3 Relay the details of the threat and include (if known):
 - Where** the bomb is?
 - When** it is going to explode?
 - What** it looks like?
 - Why** the caller is doing this?
 - Who** is making the threat?
- 2.4 The Control Room or Airport Duty Manager (ADM) may ask you to complete a form to provide further details of the threat. Ensure that this is done as promptly as possible.
- 2.5 Advise your line manager of the incident and confirm that the Control Room have been passed all the details. Do not discuss the threat with anyone but your line manager.
- 2.6 If requested to do so by the ADM you may be required to attend a threat assessment panel. The ADM will then advise whether any further action is required.

- 2.7 Remain at your workstation or current location and await further instruction from the ADM.

SECTION 5 – SECURITY VIGILANCE

1. Introduction

- 1.1 We are committed to ensuring that East Midlands Airport remains safe and secure, and to support this all persons working at the airport site should remain vigilant at all times and report any concerns to the Airport’s control room immediately. This includes suspect persons or items, whether in airside or landside areas of the site.
- 1.2 When reporting incidents, you should always ensure the safety of those around you – where necessary standing back at a safe distance and assisting passengers until the arrival of trained personnel to assist you.

2. Suspect Items

- 2.1 Anyone with any doubts regarding suspicious items, packages or persons in the Terminal Building or around the site should ring the airport’s emergency phone number (EMA extension **3333** or **01332 818555**) or contact a member of Security.
- 2.2 In each instance incident details (i.e. location / type of the incident) should be provided. A response appropriate to the situation will then be initiated.

3. Intruder Within the Critical Part

- 3.1 Anyone discovering any unauthorised access into the CP must report this immediately to the Airport’s emergency number on extension **3333** or external number **01332 818555**.
- 3.2 As much detail as possible should be provided including a phone number to be contacted on should it be required.
- 3.3 At no time should any member of staff put themselves in harm’s way by approaching an unknown individual. If necessary, they should keep the individual under observation from a distance until assistance arrives.

4. Insider Threat Reporting

- 4.1 An insider is defined by the CPNI as “someone who (knowingly or unknowingly) misuses legitimate access to commit a malicious act or damage their employer.” This can cover anything from a security threat, to financial fraud or criminal theft.
- 4.2 If you have any concern about potential insider activity, please take the following steps:
- Follow your internal reporting process from insider threat policy.
 - If there is an immediate risk to life or safety, or a security concern, you should contact the airport’s emergency number on **01332 818555** or extension **3333**.
- 4.3 You should ensure that you give all possible details, and inform the above of any evidence (emails, text messages) that you have and ensure that you keep copies of them. You should also write down any details of conversations with the person immediately as you may need to refer to this later.

SECTION 6 – FIRST AID

1. Introduction

- 1.1 EMA provides first aid cover for its own staff in accordance with the Health and Safety (First Aid) Regulations 1981, and also for passengers and visitors to the Airport. This first aid cover is provided by Airport staff on a 24 hour basis. First aiders are not always immediately available and can only provide basic first aid cover prior to the arrival of an ambulance or other suitably qualified personnel.
- 1.2 The Airport's procedures for responding to a first aid incident are detailed in the "Aerodrome Emergency Plan".

2. First Aid - Passengers and Aircraft

- 2.1 In the event of a passenger, visitor or member of staff requiring medical attention, switchboard should be alerted on extension **3333** or **01332 818555**. You should provide as much information as possible on the state of the casualty and include a phone number which you can be contacted on if further information is required by the Emergency Services.
- 2.2 Where passengers on inbound flight are taken ill or injured, it is the responsibility of the airline (or their nominated handling agent) to call for an ambulance via Air Traffic (if the call is made directly by the Pilot) or the Airport's Emergency Number. First aid on board the aircraft is the responsibility of the airline crew. Airlines should be aware that aircrew are generally qualified to provide a higher level of medical care than Airport first aiders. They are usually also better informed of the condition of the passenger and the circumstances of the incident. It is, therefore, in the best interests of the passenger that the aircrew retain responsibility for the passenger until the emergency services arrive.
- 2.3 If an aircraft medical emergency is declared by ATC RFFS will attend to assist until the emergency services arrive.
- 2.4 The passenger will remain the responsibility of the airline until they have cleared Customs, or when the emergency services arrive. If a passenger is removed from the aircraft whilst awaiting the emergency services the airline (or their nominated handling agent) must remain with them at all times.
- 2.5 The airline, or their designated handling agent, must contact the UK Border Force with details of any international passengers awaiting the emergency services (further details contained in the "Aerodrome Emergency Plan").

3. First Aid – Tenants

- 3.1 EMA is not obliged to provide first aid cover to tenants or service partner staff. Any such assistance as may be provided will be voluntary and as circumstances permit. This limited provision does not remove the obligation on all tenants to make appropriate provision for their own staff and visitors.
- 3.2 Tenants who call for the provision of first aid services, when they are required by law to have their own first aid trained personnel, will be required to explain the reasons. If the reason is

unacceptable, the tenant may be charged for each attendance, except in the case of a genuine medical emergency.

3.3 Calls by tenants for ambulances should be made via the EMA Control Room as detailed in paragraph 4 below.

4. Ambulance Requests

4.1 You should only request an ambulance if you/someone you are with need emergency medical assistance following a serious accident, illness or injury - for example, in the event of traumatic blood loss, chest pain or loss of consciousness. For less urgent medical queries a first aider should be requested in line with the above procedures.

4.2 All requests for ambulances on the Airport site should be made by contacting extension **3333** or **01332 818555**. This call will be answered by the EMA Control Room who will take all relevant details and contact the ambulance service. This is to ensure that suitable escort vehicles are arranged to escort the ambulance to the correct location.

4.3 When requesting an ambulance the caller should try to provide the Control Room with as much information as possible. This should include:

- Nature of injury/illness (please give as much detail as possible including nature, severity)
- Is the casualty conscious and/or breathing?
- Location of casualty (please be as exact as possible and include flight number if on board aircraft)
- Who is currently with the casualty? (staff, first aider etc.)
- Name and company of person calling 3333
- Telephone number to contacted if further details are required

4.4 Direct calls to the EMA Fire Station must not be made as this may result in a delay to the response.

SECTION 7 – AIRFIELD EMERGENCY CONTACT POINTS

6.1 Emergency contact points are installed at various locations on the three main aprons and in the Maintenance area. These are to be used in the event of an incident in an airside area. Operators should familiarise themselves with the locations of the Emergency Contact Points.

6.2 An emergency phone (or a radio linked to the EMA Control Room) is contained within each of the points on the aprons which link directly to the Airport's emergency line (ext. 3333), calls from external telephone numbers can also be made to 01332 818555.

6.3 Emergency Contact Points in the Maintenance Area are equipped with radios which link directly to Control Room.

6.4 In the event of an incident which requires an emergency response (i.e. personal injury or aircraft incidents) these points should be used by any member of airside staff to activate the Airport's emergency procedures.

- 6.5 For all airside accident or safety occurrence reporting which does not require an emergency response, the procedures for airside accidents, as detailed in AOI 09 'Incident Reporting and Investigation' should be followed.
- 6.6 Eye wash is available in each ECP. If an eye wash bottle is required to be carried in the cab of the vehicle for easy access then it is to be stored either a) in a fixed clamp or b) in a sealed first aid/eye wash kit. Security seals can be arranged through the EMA Security Team Manager.

The eye wash must have the original manufacturer's seal intact. Any open eye wash bottles will not be permitted.

When the vehicle passes through security, the gatehouse personnel will check the eye wash or kit box to ensure that the seal has not been broken. If it is broken, then the item will not be permitted entry into the Critical Part. All persons operating these vehicles will be required to have a tools of the trade pass. For persons who do not already hold this type of pass an application must be made on IDGateway.

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