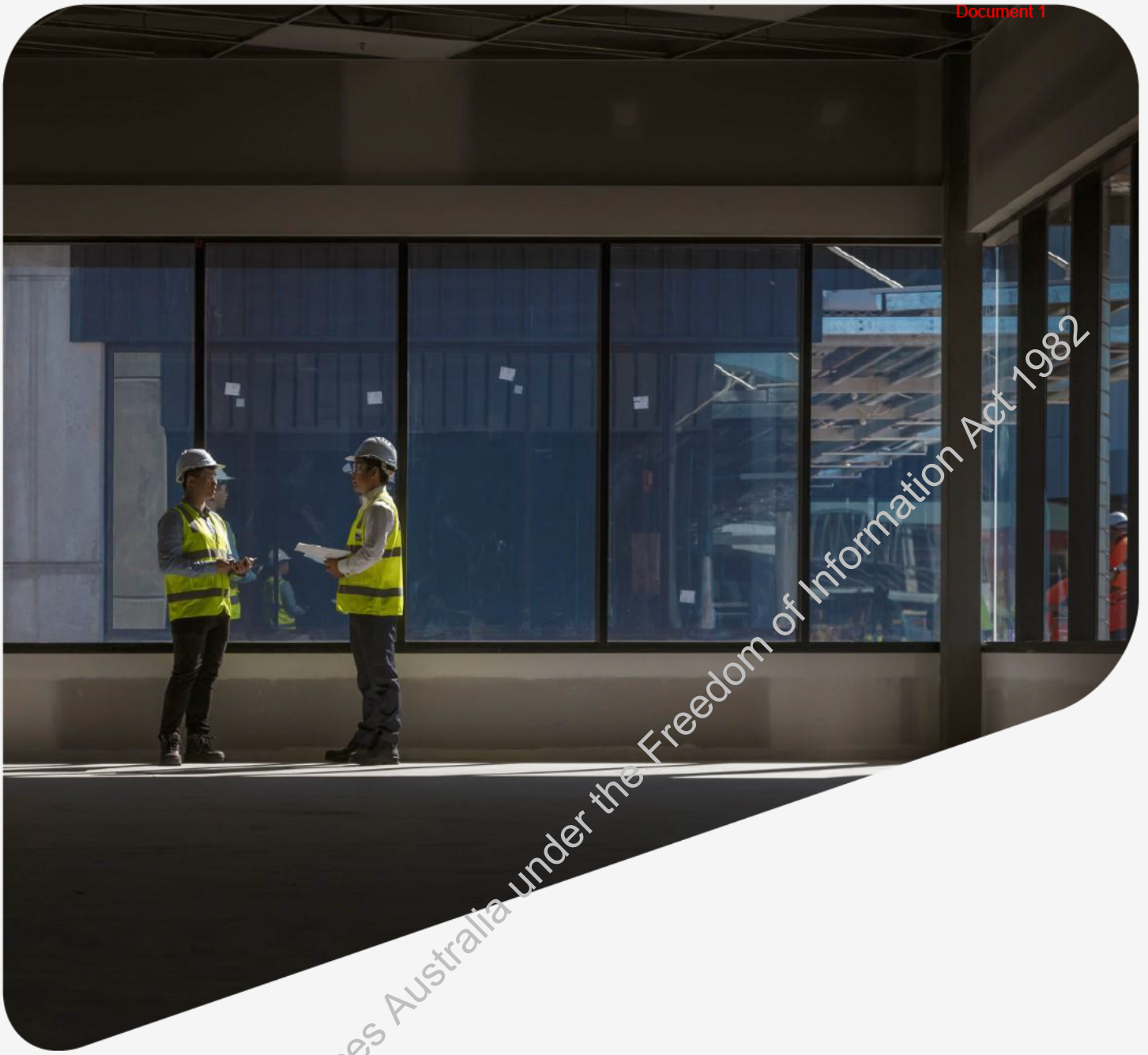




Aerodrome Emergency Plan

Brisbane Airport

Version 10 | Effective from 12 June 2026

Document Control

Version	Date	Section/Page	Authorised by	Comment
2.1	February 2013	Section 6	EH	Various maps
3.0	Dec 2013 – March 2014	All	JR	Full Review
3.0	May 2014	All	JR	Full Review
3.1	July 2014	S2 / S5	JR	Changes to IMF and Recovery
4.0	October 2016	All	NG	Full Review
4.1	April 2018	22, 23, 24, 25, 26, 72	MS	Updated location of EOC
4.2	October 2018	1.8, 1.9, 2.2, 3.1, 3.2, 4.3	RH	Clarify acronyms, terminology update, runway number update, CPA determination, PRC location, EOC configuration, various maps, Gate 18 alternate entry.
4.3	September 2019	15, 96, 97, 98, 100	Security and Emergency Training Advisor	Updated Maps (NPR progression). Rapid Exit Taxiway (RET) decommissioned - A5 and A5S. Sections of TWY Papa renamed to C12 and C13.
5.0	June 2020	All	Security and Emergency Training Advisor	Full Review. Inclusion of New RWY 01L/19R
5.1	September 2020	All + Section 2	Head of Security and Emergency Planning	Contact and position titles updated. Figure 2 Resilience Framework updated.
6.0	July 2021	All	Executive General Manager Governance, Executive General Manager Aviation	Full Review. Revision summary document available upon request.
7.0	September/October 2022	All	Executive General Manager Governance, Executive General Manager Aviation	Full Review undertaken following EXERCISE NOVA 2022. Review and alignment undertaken with reference to primary Airline ASERPS and other airport AEPs. Revision summary document available upon request.

Version	Date	Section/Page	Authorised by	Comment
7.1	April 2023	2.5, 4.4, 4.9, 5.4 – 5.9, 5.14, All Section 6, 7.1 – 7.5 and Appendix A	Executive General Manager Aviation	Review undertaken following 2023 DISEX – Recovery. Updates reflect changes to SOP/Plan titles or processes, medical emergency on aircraft process changes and Section 6: Recovery DISEX learnings.
7.2	Dec 2023	5.11 and Appendix B 1 – B8.	Executive General Manager Aviation	Update to Emergency Maps to include Longitude and Latitude references. Review and update of content relating to Isolated Aircraft Parking Position following review by SAC, AFP, ARFF and ATC.
7.3	Jun 2024	All	Resilience Advisor	Review undertaken following Exercise Squawk 2024. Full Review to come.
8	Oct 2024	All	Executive General Manager Aviation	Full Review after recommendations from Exercise Squawk May 2024
9	Oct 2025	All	Executive General Manager Aviation	Full Review Added Preservation of the Movement Area as per CASA note. Reviewed to align with Crisis Management Plan.
10	June 2026	All	Executive General Manager Aviation	Review undertaken following Exercise Sully 2026.

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Authority

The Aerodrome Emergency Plan (AEP) has been prepared by Brisbane Airport Corporation (BAC) in consultation with the Aerodrome Emergency Committee (AEC) in compliance with Civil Aviation Safety Regulation 139.

Approved By

s47F

Executive General Manager, Aviation
Brisbane Airport Corporation

Released by Airservices Australia under the Freedom of Information Act 1982

1. Introduction

1.1 Aim

The aim of the AEP is to provide a timely coordinated response to, and recovery from, an Emergency within the Airside Boundary of the Aerodrome and any Aviation Incidents up to 1km from this boundary.

1.2 Scope

This plan details the arrangements for control and coordination of the notification, response to, management and initial recovery process for an Emergency within the Airside Boundary of the Aerodrome and any Aviation Incidents up to 1km from this boundary.

For Aviation Incidents occurring outside of the 1km boundary and beyond Airport jurisdiction, refer to **Section 5.7** (Crash off Airport). Activation of State and Local Government response plans will occur.

This plan assumes that each Agency and Aviation Industry Participant with a statutory responsibility has in place appropriate supporting plans or procedures (e.g. Standard Operating Procedures (SOPs)) which detail the agency's response in accordance with this AEP. BAC Groups whose functions or roles support any functions of the AEP should have SOPs in place as deemed appropriate.

The AEP provides guidance regarding roles, responsibilities and operational response procedures. The AEP incorporates arrangements with all Agencies and Aviation Industry Participants that will be involved in responding to and managing incidents or emergencies at Brisbane Airport. Where response procedures are the responsibility of an Agency or Aviation Industry Participant, the AEP provides a summary record of the procedures as confirmed by these respective stakeholders.

In many incidents or emergencies, BAC will default to a response support role. In such circumstances, any Agency or Aviation Industry Participants' plans, and SOPs will be primarily followed in conjunction with the AEP.

1.3 Legislation

Australia has international treaty obligations under the Chicago Convention 1944. In Australia, the application and enforcement of obligations about maintaining, enhancing and promoting the safety of civil aviation is the responsibility of the Civil Aviation Safety Authority (CASA).

CASA administers the *Civil Aviation Act 1988* and the *Civil Aviation Safety Regulations 1998* (CASRs). Under the CASRs, aerodromes are certified by CASA and, to maintain that certification, must have in place an Aerodrome Manual which sets out the Emergency plan for that aerodrome. For the purposes of the CASRs, this document is BAC's AEP.

Legislation relevant to Emergency management and response across Brisbane Airport includes:

Commonwealth

- Civil Aviation Act 1988
- Civil Aviation Safety Regulations 1998
- Part 139 (Aerodromes) Manual of Standards 2022

- Air Services Act 1995
- Air Services Regulations 2019
- Australian Federal Police Act 1979
- Australian Federal Police Regulations 2018
- Transport Safety Investigation Act 2003
- Transport Safety Investigation Regulations 2022
- Aviation Transport Security Act 2004
- Aviation Transport Security Regulations 2005
- Airports Act 1996
- Family Assistance Code (voluntary code only)

Queensland

- Ambulance Service Act 1991
- Ambulance Service Regulation 2015
- Fire and Emergency Services Act 1990
- Building Fire Safety Regulation 2008
- Police Powers and Responsibilities Act 2000
- Police Powers and Responsibilities Regulation 2012
- Disaster Management Act 2003
- Disaster Management Regulation 2014
- Public Safety Preservation Act 1986

1.4 Plan Ownership

Approving Authority

The Approving Authority approves and owns the AEP, ensuring BAC meets its legislative obligations as an Aerodrome Operator. It is accountable and responsible for the operational implementation of the AEP and the delivery (in consultation with the BAC Aviation Group) for the exercise program prescribed in *Part 139 (Aerodromes) Manual of Standards 2019*.

Approving Authority

EGM Aviation (Aviation Group)

1.5 Plan Overview

In the event of an Emergency within the Airside Boundary of the aerodrome or an Aviation Incident up to 1km from this boundary, the AEP details the operational response arrangements, including the agencies responsible for command, control and coordination.

Command

- The direction of members and resources of an agency in the performance of that agency's role and tasks. Command operates internally within an agency.
- **People are Commanded.**
- Individual agencies are responsible for command of their people and their other resources.

Control

- The overall direction of Emergency management activities in an Emergency or disaster situation.
- **Situations are Controlled.**
- The agency responsible for overall control is identified in **Section 5.2: Control and Combat Agencies.**

Coordination

- The bringing together of agencies and resources to ensure an effective Emergency response.
- **Resources are Coordinated.**
- BAC, as the Aerodrome Operator, is responsible for facilitating Emergency response in support of the Control and Combat Agencies.
- The Control Agency is responsible for coordinating responding agencies and resources.

1.6 Exercises

An Exercise, Training and Induction Program for the AEP will be developed and communicated to the AEC for input (where relevant) for information purposes.

In accordance with the requirements of *Part 139 (Aerodromes) Manual of Standards 2019*, the exercise program will deliver the following:

- A full-scale aerodrome Emergency exercise conducted at intervals not exceeding 2 years (biennial), and
- In each intervening year, partial Emergency exercises, for example, a discussion exercise.

The delivery of training and exercises can be via the following methods:

- Face to face – facilitator led,
- Virtual desktop (online) – facilitator led,
- Online Learning Systems (E-Learning),
- Workshops, and
- Field exercises.

Exercise Planning and Coordination

Exercises will be developed and delivered by the Security & Emergency Management division in conjunction with the Aviation Group and in consultation with internal stakeholders and the AEC members (as required). Exercises will be based on credible risk-based scenarios for Brisbane Airport.

Observers

Exercise observers will be appointed to provide observations, recommendations and impartial comments on the performance of attending agencies in accordance with the AEP.

Pre-Exercise Briefing

A pre-exercise briefing session will be conducted prior to an exercise. Sessions will provide a brief on the scenario and the roles and responsibilities of any agencies involved.

1.7 Debriefing

A formal debrief will be conducted following activation of any part of the AEP or exercise activity to assess the effectiveness of the response under the AEP. The aim of the debrief is to capture the strengths and weaknesses of the response with the objective of improving processes. The Security & Emergency Management division will share the findings of an After-Action Review (AAR) to all involved agencies following an AEP activation or exercise (as required). Where corrective actions are identified, they will be recorded and actioned as appropriate.

1.8 AEP Review

The Security & Emergency Management division will coordinate the review of the AEP (in conjunction with the Aviation Group) every 12 months or in the event of:

- An Emergency within the Airside Boundary of the Aerodrome or an Aviation Incident up to 1km from this boundary,
- Exercise debrief recommendations or audit findings;
- Legislative changes that affect the AEP; and/or
- Change to operations or key personnel at BAC.

Conduct of the Review

- The review may involve representation from response and involved agencies and AEC members;
- A review session may be used to identify areas where the AEP might be improved; and
- Progress updates of the review will be communicated to the AEC and the BAC Executive Leadership Team (ELT).

1.9 Roles and Responsibilities

Each Agency and Aviation Industry Participant has roles and responsibilities under the AEP and are responsible for the training of its own personnel to perform the roles and responsibilities assigned. Roles/responsibilities identified in the AEP may be in addition to other roles and responsibilities that exist under agency and Aviation Industry Participant plans and processes.

All Agencies and Aviation Industry Participants will provide assistance as requested by responding agencies.

Table 1 Agency Roles and Responsibilities

Agency	Role	Responsibilities/Tasks
ABF Australian Border Force	Register and process passengers and crew at the Passenger Reception Centre (PRC) and Crew Reception Centre (CRC) in support of QPS.	• Assist in preparing the PRC and CRC for use. • Register passengers and crew brought to the PRC and CRC (when an international flight). • Process passengers, crew baggage and cargo for customs and immigration purposes. • Provide a representative at the Emergency Operations Centre (EOC), if requested or deemed appropriate.

Agency	Role	Responsibilities/Tasks
	International Flights Only	Contribute to multi-agency command and control activities.
Airline / Handling Agent <i>Note: where an Emergency involves a charter or diverted flight, a representative from the operator designated to provide ground handling services will undertake these functions.</i>	Support Emergency response with technical advice and information about the aircraft, crew and passengers and aviation logistical resources.	- Activate any Airline station emergency response plans and/or associated plans, procedures and response management structures/arrangements. - Establish Station Control Centre (SCC). - Provide a representative to the Forward Command Post (FCP) and/or the EOC, ensuring a central point of communication between the airline, emergency response agencies and BAC. - Provide a Manifest, Cargo Manifest and Notification to Captain (NOTOC) to identify final Person on Board (POB) and cargo (including Dangerous Goods or animals). - Lead the reconciliation of persons directly affected (passengers and family & friends). - Provide aircraft specific information and technical advice as required. - Provide Ground Service Equipment (GSE), Specialist Aircraft Recovery Equipment and aviation refueling capability as required. Delegate employees to Emergency Response Facilities (PRC, CRC, Family & Friends Reception Centre (FFRC) and Reunion Area) to work with BAC to set up locations and then manage welfare support activities, in accordance with Airline station emergency response plans or equivalent - Manage unaccompanied minors (in consultation with Police) in accordance with prescribed obligations/processes. - Designate a representative to work with BAC and Queensland Police Service (QPS) media. - Ensure public announcements are made and update Flight Information Display Screens (FIDS) or request BAC to update FIDS (in consultation with BAC Terminal Operations). - Manage airline operational impacts (flight delays/cancellations, checked-in baggage and transportation/accommodation for checked-in passengers). - Cooperate with the Australian Transport Safety Bureau (ATSB) or other authorities with respect to any requirements for investigations being conducted.

Agency	Role	Responsibilities/Tasks
AFP Australian Federal Police	First Police response in control of overall Emergency at Brisbane Airport until handover to QPS. Onsite first responding Agency – enforcement and establishment of outer cordon and supporting ARFF.	• Delegate resources to initial staging point on notification of a Full Emergency. • Delegate resources to the Airside Inspection Point (AIP) to manage landside/airside access. Coordinate marshalling of Emergency services at AIP. • Delegate resource to EOC as initial control agency, until handover to QPS Incident Commander. Responsible for officially confirming activation of EOC & EMT. • Implement incident command structure and take control of the Incident Site/FCP until handover to QPS. • Establish outer cordon at FCP and ensure access control/security protocols are established and maintained. • Establish and maintain access control / security protocols for EOC and Integrated Operations Centre (IOC) and where required/able Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area). Establish and maintain a visible Situation Board and Log of Events. • Maintain appropriate record-keeping and produce/share required SITREPs • Initially lead media and communication management with relevant stakeholders to ensure a coordinated and consistent approach, until handover to QPS. Initial coordination of landside traffic management in consultation with BAC's Landside Operations representative in IOC. • Initial coordination of Emergency Response Facilities (reception process) for passengers, crew, family and media at PRC/CRC/FFRC and Media Centre • Maintain police presence across the precinct. • Contribute to multi-agency command and control activities.
ARFFS Aviation Rescue Fire Fighting Service (Airservices Australia)	Immediate firefighting and rescue response for aerodrome and Aviation Incidents up to 1km from the Airport Boundary. Onsite first responding agency.	• Meet all requirements of CASR Part 139 H for emergency response at aerodromes. • Lead firefighting and rescue activities. • Lead initial response personnel (comprising BAC's Airside Safety Officer (ASO) and AFP) at the Incident Site and establish the FCP and staging areas. • Control the Incident Site until handover to AFP or QPS. • Provide a representative at the EOC.

Agency	Role	Responsibilities/Tasks
ARC Australian Red Cross	Upon request by the State, BAC and/or Airline, provide welfare support for passengers, crew and family & friends. Administer on behalf of the Australian Government and QPS, the 'Register.Find. Reunite' service, a voluntary registration and enquiry service for people affected by an Emergency	• Contribute to multi-agency command and control activities. • Set up and perform 'Register.Find. Reunite.' registration processing points in the PRC/FFRC/CRC and Reunion Area. • Provide welfare support to Passengers, Crew and Family & Friends. • Support QPS with registrations at hospitals if required. • Support the airline with enquiries/welfare activities, if required. • Provide a Liaison Officer at the EOC, if requested.
ATC Air Traffic Control (Airservices Australia)	Primary civil air traffic control for BNE.	• Conduct air traffic control duties for Brisbane Airport. • Initiate "Crash on" alarm in the event of a 'Crash on Airport', 'Crash on Water', or 'Crash off Airport'. • Notify relevant Emergency response agencies and the BAC Airside Operations Centre (AOC). • Provide Notice to Airmen (NOTAM) as required. • Determine (in consultation with BAC) the closing and/or opening of the airspace/runways/taxiways. • Provide a representative at the EOC, if requested or deemed appropriate.
ATSB Australian Transport Safety Bureau	Primary civil aviation investigation agency.	• Determine if an onsite investigation will be conducted. • Assume control of civil aviation accident site/s once Emergency is over and site is declared safe by QPS. • Liaise/consult with ATC and BAC on the closing/opening of runways/taxiways during investigations (as required). • Lead civil aviation transport investigations. • Hand back control of Incident Site and airport facilities to BAC at conclusion of investigation. • Provide representative(s) at the EOC. • Provide representative(s) at the FCP.
BAC Brisbane Airport Corporation Pty Ltd	Coordination of Emergency planning and facilitation of Emergency response by	• Chair AEC. • Maintain and activate the AEP as required. • Exercise the AEP as required.

Agency	Role	Responsibilities/Tasks
	providing assistance to responding agencies with respect to access, escorts and areas to fulfil their functions. Identification, establishment and initial provision of welfare support within any of the reception centres, pending the deployment of agencies and airline resources to precinct. Support Airline welfare support activities. Establish and maintain a common operating picture and manage operational impacts.	• Establish and maintain the EOC (room/technology set up). • Provide a BAC representative (usually a member from the Incident Management Team (IMT)) in the EOC, supported by a scribe(s). • Activation of BAC's IMT and establishment and operation out of the IOC. • Provide any security/access control activities at EOC/IOC and Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area) (where AFP/QPS request or unable to provide). • Establish and maintain safety cordon for airside emergencies until handover to AFP or QPS. • Assist ARFF in establishing the FCP with designated lighting. Establish staging areas (set up). • Identify and establish Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area) (set up) and support any associated activities led by QPS and/or Airlines. • Control and facilitate airside access, wayfinding and traffic movements. • Consult with and support AFP/QPS with traffic management decisions and/or activities (where appropriate). • Consult with ATC and ATSB on the closing and opening of airspace/runways/taxiways. • Support responding agencies as required. • Contribute to multi-agency command and control activities.
CASA Civil Aviation Safety Authority (CASA)	Administer and regulate airspace through the Office of Airspace Regulation (OAR)	• Receive and approve urgent airspace change requests in response to an incident or Emergency. • Provide a representative to the EOC if requested or deemed appropriate.
DAFF / DCCEEW Department of Agriculture, Fisheries and Forestry / Department of Climate Change, Energy, the Environment and Water	Control quarantine clearances for international flights.	• Provide advice on infectious, exotic diseases and disinfection. • Process passengers, crew and baggage for quarantine purposes. • Support ABF at the PRC. • Contribute to multi-agency command and control activities.

Agency	Role	Responsibilities/Tasks
QAS Queensland Ambulance Service	Emergency medical treatment of sick and injured people.	• Provide initial assessment, triage and life support for casualties. • Transportation of injured people to hospitals in consultation with Queensland Health (QHealth) and AFP/QPS. • Coordinate ambulance and all other volunteer first aid groups. • Provide a representative to the EOC, if requested or deemed appropriate. • Contribute to multi-agency command and control activities. • Liaise with QHealth and Retrieval Services Queensland (RSQ) to determine the requirement for, and establishment of, a Secondary Assessment Site in the patient holding facility attached to the RFDS hangar, or any of the hangars occupied by LifeFlight, RFSE or QG Air.
QFD Queensland Fire Department	Primary firefighting and rescue response for landside emergencies and Aviation Incidents beyond 1km from the Airport Boundary. Support to ARFF for Aviation Incidents up to 1km from the Airport Boundary.	• Provide additional firefighting and rescue resources/specialist support to ARFF. • Provide specialist advice and Incident Management when required. • Provide a representative to the EOC, if requested or deemed appropriate. • Contribute to multi-agency command and control activities.
QPS Queensland Police Service	Overall Police response in control of emergencies at Brisbane Airport after handover from AFP.	• Delegate resources to the AIP, FCP, EOC and Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area). • Implement incident control structure and take control of the Incident Site/FCP after handover from AFP. • Maintain outer cordon at FCP and access control/security protocols. • Control agency (Incident Commander) at the EOC after handover from AFP. Establish, coordinate and ongoing liaison with FCP, AIP and Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area). • Establish and maintain a visible Situation Board and Log of Events. • Maintain appropriate record-keeping and produce/share required SITREPs

Agency	Role	Responsibilities/Tasks
		• Determine, communicate and coordinate any EOC stand down arrangements (when appropriate) in consultation with EOC Manager. • Establish and maintain access control / security protocols for EOC/IOC and Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area). • Consultation/coordination of transportation of injured people to hospital with QAS and QHealth. Deployment of resources to hospitals. • Conduct any investigations as required. • Establish and manage any protocols for moving passenger away from crash site where criminality is suspected or to support any ongoing investigations/interviews (as required). Establish and maintain access control / security protocols for EOC/IOC and Emergency Response Facilities (PRC/CRC/FFRC and Reunion Area). • Coordinate landside traffic management in consultation with BAC's Landside Operations representative in IOC • Coordinate and manage marshalling and reception centre process for passengers, crew, family and media at the PRC/CRC/FFRC, Reunion Area and Media Centre Notify next of kin. • Manage unaccompanied minors in accordance with legislative requirements. • Lead media and communication management with relevant stakeholders to ensure a coordinated and consistent approach. • Hand back control of Incident Site and airport facilities at conclusion of Emergency and/or investigation. • Conduct criminal and coronial investigations. • Contribute to multi-agency command and control activities.
QLD Health Queensland Government – Queensland Health	Specialist medical response and casualty management.	• Direct medical activities. • Coordinate with QAS and QPS the transport of injured people. • Establish and coordinate temporary casualty treatment area/ secondary assessment site (if required) (NOTE: utilising existing PRC/CRC where appropriate). • Provide a standby unit (doctor, nurse and other resources as required) to the PRC, CRC and FFRC. • Provide a representative to the EOC, if requested or deemed appropriate.

Agency	Role	Responsibilities/Tasks
		- Contribute to multi-agency command and control activities. - Liaise with QAS and Retrieval Services Queensland (RSQ) to determine the requirement for, and establishment of, A Secondary Assessment Site in the patient holding facility attached to the RFDS hangar, or any of the hangars occupied by LifeFlight, RFDS or QG Air.

1.10 Operating Environment

Brisbane Airport is located north-east of Brisbane, 13 kilometres from the Brisbane City centre. It is bound by Moreton Bay Council to the North and Brisbane City Council to the East, South and West.

Table 2 to Table 4 below set out general information/statistics about Brisbane Airport representative of operations at the end of FY22.

Table 2 General Information

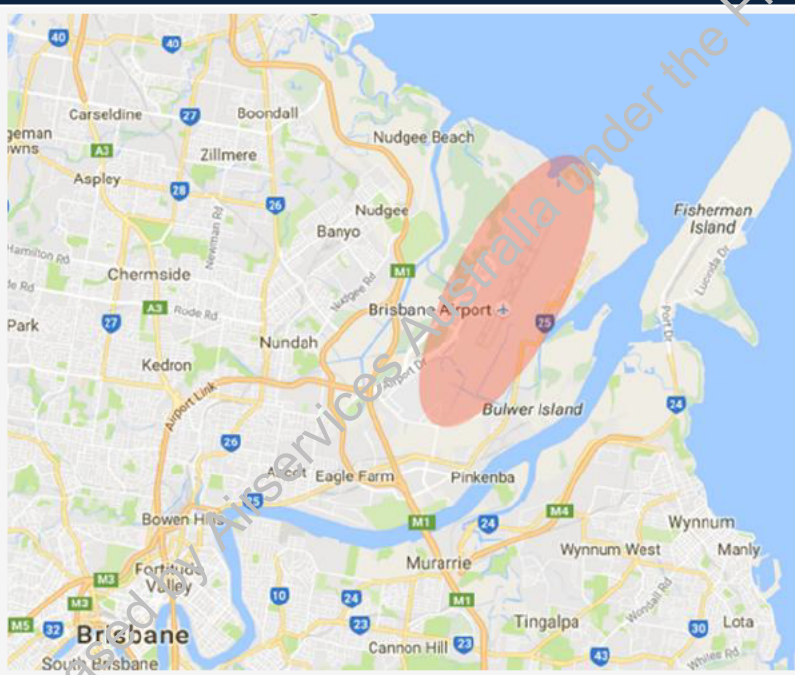
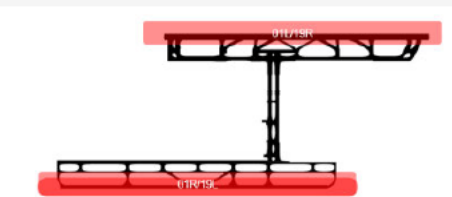
General Information	
	Operating Times
	24 hours a day 7 days a week
	Airlines
	23
	Destinations
	74 (International and Domestic)
	Land Size
	2,700 hectares
	Passenger Numbers (Annual)
	17 million
	Location
	Longitude: 27.2303S Latitude: 153.0703E

Table 3 Aviation Information

Aviation	
Aviation Rescue Fire Fighting Category	9*
Number of Aircraft Types	151
Most Frequent Air Transport Operations Aircraft	Boeing 737
Largest Air Transport Operations Aircraft	Boeing A380

Table 4 Aerodrome Facilities

Facilities		
Airport Runways Brisbane Airport has 2 runways used for aircraft operations		RWY 01L/19R Runway 01L-19R 3,300 metres
		RWY 01R/19L Runway 01R-19L 3,560 metres
Airport Terminals Brisbane Airport has 3 main terminal facilities	International Terminal Building (ITB)	All international Air Transport Operations flights arrive and depart from the ITB.
	Domestic Terminal Building (DTB)	Domestic flights arrive and depart from the DTB including Qantas, Virgin Australia, Jetstar, Tiger Airways.
	General Aviation (GA) Terminal	Non-Air Transport Operations flights are allocated to the GA Terminal including freight and charter services.

1.11 Aircraft Operations at Brisbane Airport

Table 5 Aircraft Operations at Brisbane Airport

Aircraft Type	Maximum Take Off Weight (Approx.)	Passengers (Approx.)	Response Level	Airlines Operating (at time of publication)
Airbus A380	575 tonnes	500	Level III (3) ATC – Heavy	Aerlink
Boeing B777	350 tonnes	350		Air Calin
Airbus A350	280 tonnes	300		Air Canada
Airbus A330	235 tonnes	300		Air New Zealand
Boeing B787	228 tonnes	350		Air Niugini
Boeing B767	185 tonnes	280		American Airlines
Airbus A320	85 tonnes	150	Level II (2) ATC – Medium	ASL Airlines
Boeing 737	79 tonnes	160		Alliance Airlines
Boeing 717	53 tonnes	120		Batik/Malindo Air
Embraer 190	50 tonnes	100		Cathay Pacific
Fokker 100	44 tonnes	100		China Airlines
Fokker 70	44 tonnes	80		China Eastern
Dash 8 - 400	29 tonnes	90		China Southern
ATR	23 tonnes	70		Corporate Air
				Delta
				Emirates

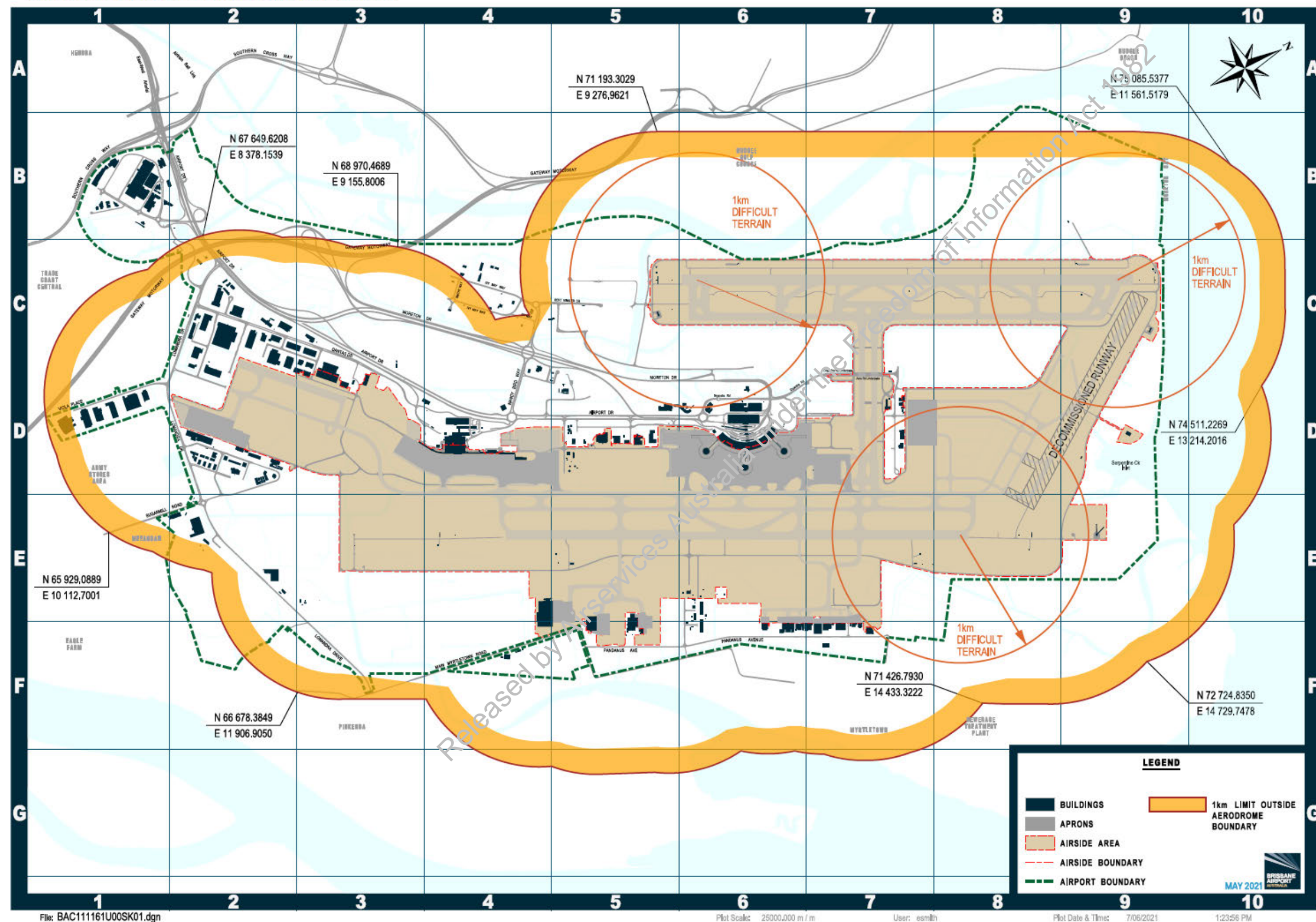
Aircraft Type	Maximum Take Off Weight (Approx.)	Passengers (Approx.)	Response Level	Airlines Operating (at time of publication)
Embraer RJ135	22 tonnes	37		Eva Air Fiji Airways GAM (Freight) Jetstar Korean Air LifeFlight Link Airways Malaysia Airlines National Jet Express Nauru Airlines Philippine Airlines Qantas Qantas Link Qatar Airways Qld Government Airwing Regional Express Royal Flying Doctors Service Seair Pacific Singapore Airlines Skytrans Airlines Solomon Airlines Team Global Express Terra Avia Texel Air Toll Aviation United Airlines Vietjet Air Virgin Australia
Dash 8 - 300	19 tonnes	50		
Dash 8 -100 SAAB 340	15 tonnes	40 36		

Released by Airservices Australia under the Freedom of Information Act 1982

1.12 Area of Responsibility

The AEP sets out the responsibility for coordinating responses to emergencies within the Airside Boundary of the Aerodrome and to Aviation Incidents up to 1km outside of this boundary. See map below for details.

1km LIMIT OUTSIDE AERODROME BOUNDARY



2. Management Arrangements

2.1 Aerodrome Emergency Committee (AEC)

Purpose and Objectives

In accordance with the *Civil Aviation Safety Act 1988* and the *Civil Aviation Safety Regulations 1998*, BAC has established and chairs an AEC.

The objectives of the AEC are to:

- Provide advice on organisational developments that may influence Emergency management at Brisbane Airport;
- Assist in exercising Emergency response plans and capabilities;
- Provide a forum to update and discuss risks and/or issues that may be relevant to group members and their respective agencies/organisations; and
- Provide a consultation and review mechanism for the revision/update of the AEP.

Membership

The AEC is comprised of, but not limited to, representatives from the following organisations and agencies*:

- | | |
|--|-------------------|
| • Airline Operators | • DAFF / DCCEEW |
| • Airservices Australia (ATC and ARFF) | • Ground Handlers |
| • ABF | • QAS |
| • AFP | • QFD |
| • ATSB | • QLD Health |
| • BAC | • QPS |
| • Brisbane City Council (BCC) | |

*Other invited organisations (airport tenants such as Joint User Hydrant Installation, Airtrain, contracted security or other external agencies as deemed appropriate)

AEC Chair

The AEC Chair is the BAC Head of Security & Emergency Management or delegate.

Meetings

The AEC meets bi-annually or out of session if required. Meetings will be held face-to-face and/or virtually via Microsoft Teams. Meeting dates, agendas and pre-reading materials are provided by the Security & Emergency Management division.

2.2 BAC's Response Team Structure

BAC's incident/emergency response team structure comprises:

Team	Function	Composition
Initial Assessment Team (IAT)	Responsible for the initial assessment and review of an Event, its impacts and determination of response actions or escalation required.	BAC employees that provide a cross-representation of BAC operations.
Incident Management Team (IMT)	Responsible for managing the operational response to an Incident or Emergency.	Core IAT members. The nature of the Event will determine the composition of the IMT.
Crisis Management Team (CMT)	Responsible for the strategic management and leadership during a Crisis	Selected members of the Executive Leadership Team (ELT) and Business Leadership Team (BLT)

2.3 Initial Assessment Team (IAT) / Incident Management Team (IMT)

The IAT and IMT comprises BAC employees that provide a cross-representation of BAC operations.

IAT Function

When convened, the IAT will collectively assess the situation based on known and credible facts and will:

- Consider/assess the impacts and determine the response actions required:
 - To manage operational impacts, and
 - To provide support to the relevant Control and/or Response Agency.
- Appoint a lead to manage BAC's response,
- Determine the activation of an IMT.

IMT Function

If an Emergency is declared (by either an external agency or BAC), an IMT will be activated.

The IMT will be responsible for establishing the Emergency Response Facilities: for example, EOC and/or IOC. Note: These facilities are activated if required to facilitate multi-agency response or to provide a centralised coordination facility required for BAC IMT response activities.

The IMT is a cross-functional BAC team that:

- Manages the response to and recovery from operational impacts of an Emergency on Airport; and
- Provides support to the relevant Control and/or Response Agencies and impacted Airline, during an Emergency; and

- Provides situational awareness reports to the CMT (if activated) for the purpose of seeking or supporting strategic issues management/decision making.

The nature of the Emergency will determine the composition of the IMT. The IMT membership may be supplemented with other representatives as required, depending on the type and severity of the event. It may seek input/involvement of Subject Matter Experts (SMEs) as required.

Where an Emergency response:

- Is able to be solely led by BAC, the IMT will operate centrally from the EOC; or
- Requires multi-agency response, the EOC will be used by external agencies and the IMT will use the IOC.

BAC will set up the room/technology that supported the EOC and IOC and liaise with the relevant control agency in relation to any activation/notification requirements.

2.4 Crisis Management Team (CMT)

The CMT comprises members of the ELT or their alternates and is responsible for BAC's strategic response in a Crisis in accordance with the Crisis Management Plan (CMP).

In an Emergency, the CMT Leader will be notified via WHISPIR, so that the CMT members can be moved to an "alert" position in preparation for a potential CMT activation. If a Crisis is declared by the CEO and the CMT activated, it will provide strategic guidance and support to the IMT. The CMT will nominate a CMT member as the interface between the CMT and the IMT and will provide Situation Reports (SITREPs) to the CMT to keep it updated as to the status of the Emergency.

Figure 1 depicts the activation and interaction of the various BAC teams that may be set up in an Emergency.

Figure 2 depicts how the elements of BAC's resilience framework interact and what teams may be activated to deal with an Emergency.

Figure 3 depicts the various Plans and Procedures that comprise BAC's resilience framework.

Figure 1 BAC Notification and Assessment Process

BAC Emergency Notification and Assessment Process

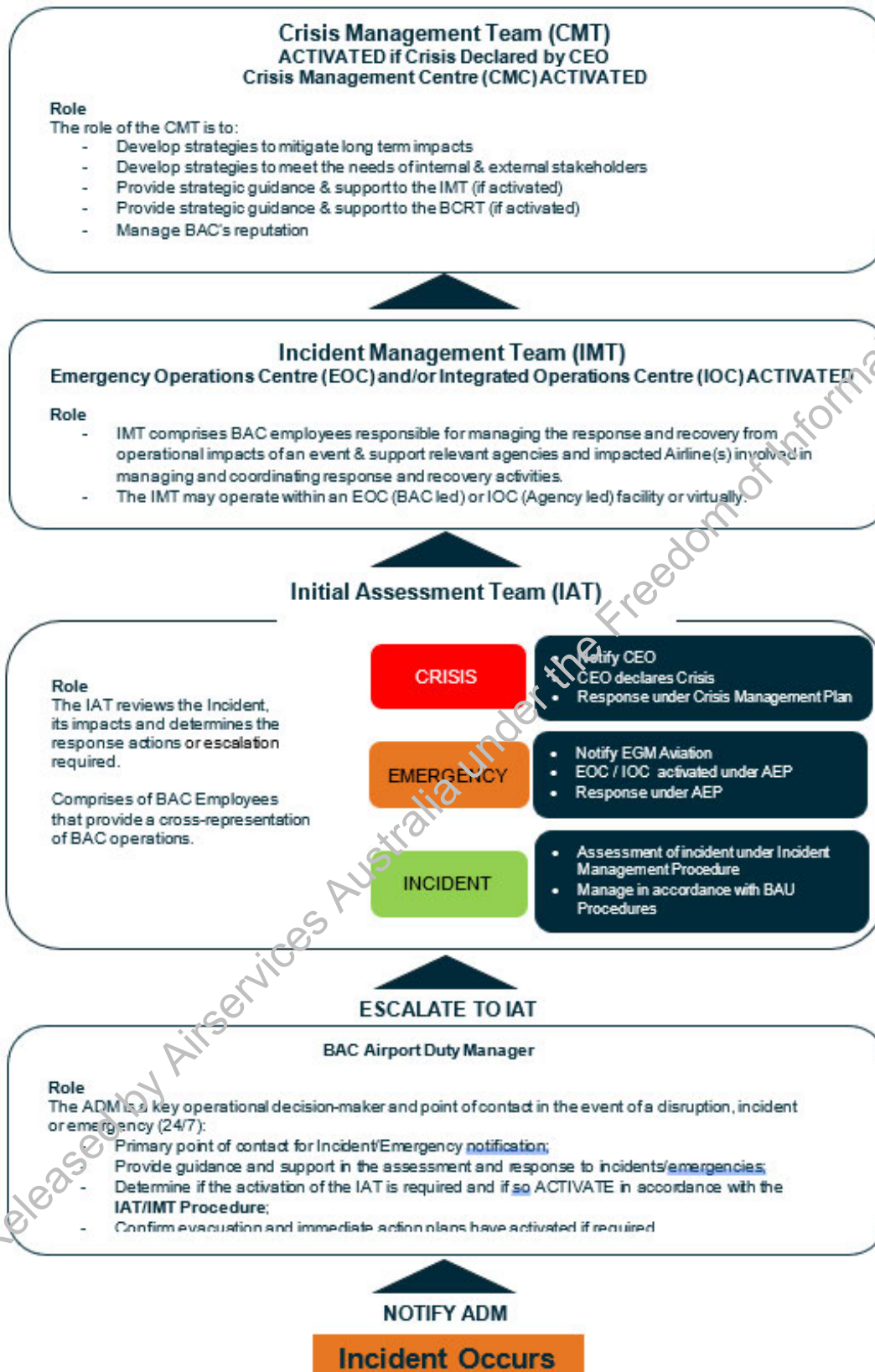
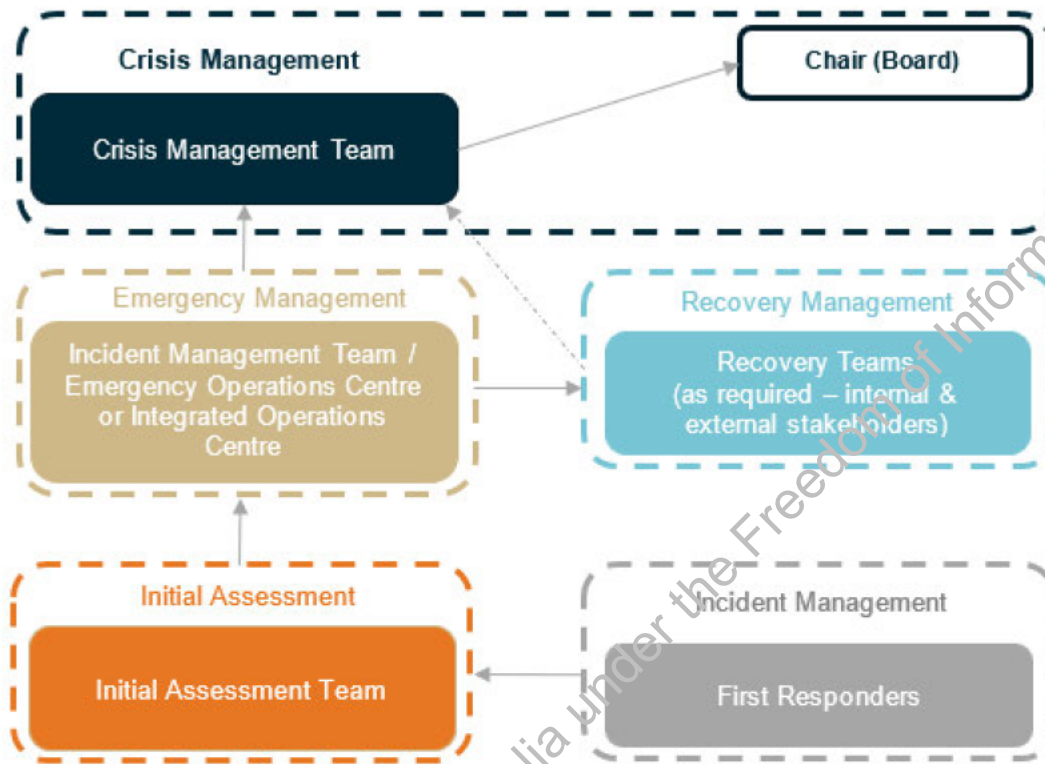


Figure 2 Full Resilience Structure and Interaction



2.5 Resilience Framework

The AEP is an operational plan within the BAC Resilience Framework.

Figure 3 BAC Resilience Framework



3. Emergency Access Points & Staging Areas

The airport has Primary and Alternate Emergency Access Points and staging areas. These provide access to emergency responders and their vehicles to form up in the staging area where the Control Agency (AFP and QPS) will initially coordinate with individual agencies.

All response vehicles, except ARFF and responding AOC vehicles, will meet at the Primary or Alternate Emergency Access Points and staging areas.

3.1 Staging Area Process

The Airside Inspection (AIP) provides hard standing, open areas where vehicles and equipment can be manoeuvred, parked and secured. The facility also contains a briefing room, communications access and shed. It can act as a FCP for Emergency Services if required.

Vehicles are to be staged to allow easy airside access once escorts are available. Vehicles, equipment and personnel will be marshalled in the staging area under the control of Police. Where possible, operations should be confined to hard and sealed surfaces due to the possibility of boggy conditions. See **Figure 4** below.

All emergency lights and sirens on responding vehicles must be deactivated on arrival at these locations.

Emergency vehicles cannot proceed beyond the staging area without a BAC airfield escort or wayfinding being established.

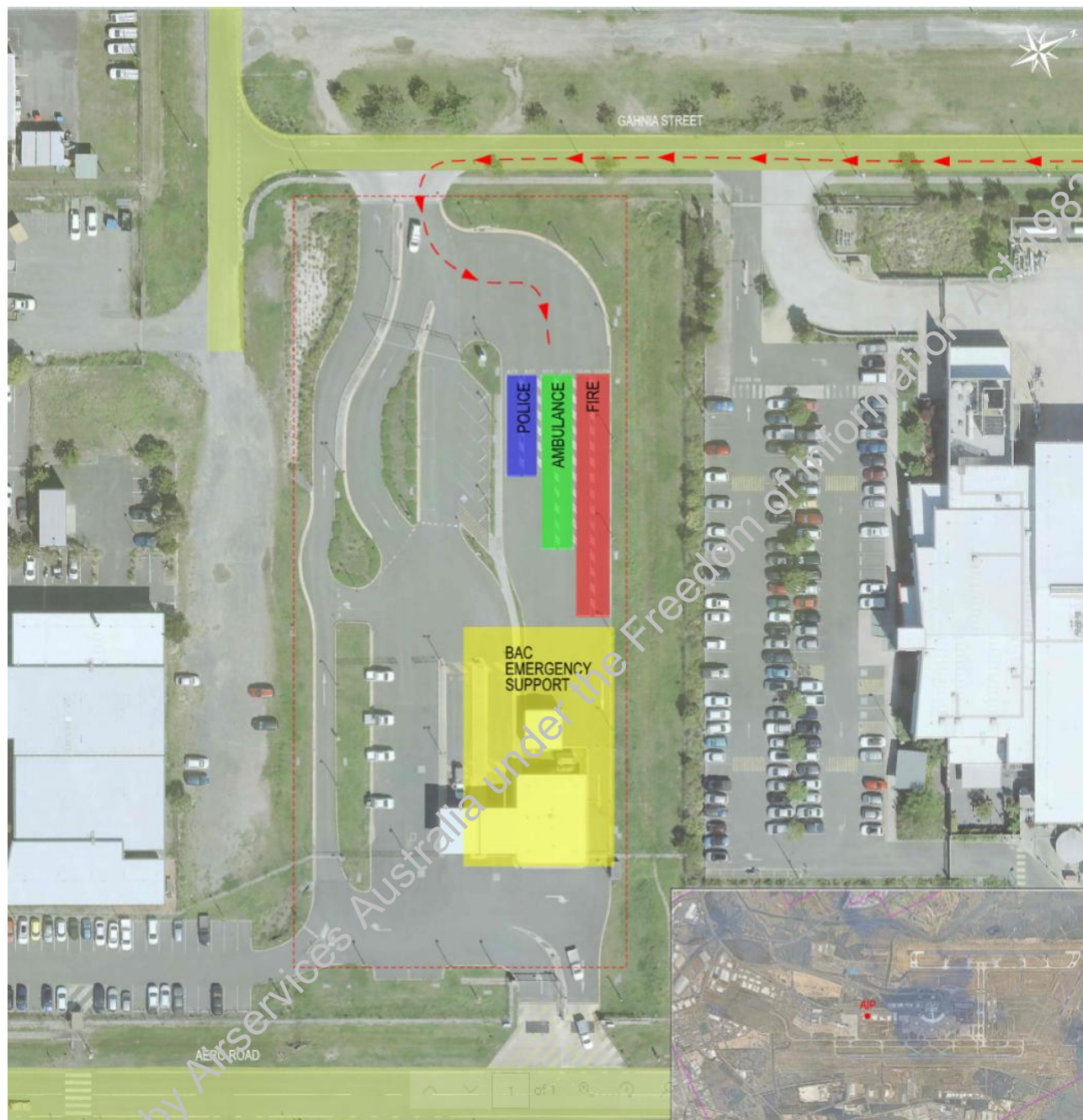
Police in consultation with ARFF will authorise vehicles going forward to the Incident Site/FCP.

Table 6 Emergency Access and Staging Areas

Primary	Airside Inspection Point (AIP)	Gahnia Street, Brisbane Airport
The AIP provides: • Primary access to airside and Brisbane Airport. • Primary meeting point for BAC Airside Operations and Emergency Services. • Staging Area for Police and Emergency Services, including welfare and support crews – see Figure 4 and Figure 5 below. • AIP includes 1 x toilet, small briefing room indoors, covered area for briefings outdoors.		

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Figure 4 Airside Inspection Point (AIP) Gahnia Street



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3.2 Preservation of the Movement Area (Airside Operations SOP – Emergency Procedures - Section 13.9)

During an Airport Emergency Plan (AEP), preserving the movement area involves restricting access and implementing specific procedures to maintain its integrity and safety for aircraft operations. This is crucial for minimizing disruptions and ensuring a safe environment for both aircraft and emergency response personnel.

1. Access Control

Restricted Access

The movement area is a restricted zone, and access is only permitted to authorized personnel. Access control is controlled via the Airside Inspection Point (AIP) – manned by Brisbane Airports

Security contractor access will be granted based on operational need and AEP level. Advice on access will be given by the AOTL, QPS, or emergency services personnel as required.

Escort Procedures

Airport Rescue and Firefighting Service (ARFFS) are able to attend sites as required under a clearance from ATC. Other emergency services are provided with escorts to navigate the movement area, ensuring they follow designated routes and procedures. These escorts are conducted by Airside Safety Officers as required.

Emergency Access Points

Specific access points (e.g., designated gates or staging areas) are identified for emergency vehicles and personnel, ensuring controlled entry and exit. Refer figures 10, 11 and 12.

Unauthorized Access Prevention

Procedures are in place to prevent unauthorized personnel from entering the movement area, including measures to control access from buildings or leased areas. This would be achieved by utilising restrictions to clearance via ATC for access to the taxiway / runway system, or by using Brisbane Airports Security contractor to restrict movement via the perimeter road.

2. Maintaining Movement Area Integrity

Clearance of Obstructions

Efforts are made to quickly clear any obstacles or debris from the runways or taxiways to ensure they remain operational as quickly as possible. These efforts are instigated and supported by Section 2 Duties of the SOP's and will include advice from the ATSB (Crash on Airport), Airfield Lighting, Airside Standards and other engineers as required.

Communication and Coordination

Communication channels are established between different agencies (e.g., ARFFS, Air Traffic Control, airport security) to ensure a coordinated response and maintain accurate information about the status of the movement area. While direct channels are not available between all parties, the AOTL/ASO will be available at the forward control point (dependent on AEP) otherwise comms will be via phone call.

Temporary Closure or Restrictions

If necessary, temporary closures or restrictions may be implemented on certain parts of the movement area to allow for safe emergency response operations. Any closures will be in line with Section 18 of the SOP – Closures.

3. Responsibilities

Airside Safety Officer ASO / Airside Operations Team Leader AOTL

The ASO/AOTL role is responsible for ensuring procedures are in place to preserve the integrity of the movement area during emergencies. Should Brisbane Airport continue to operate (One active Runway) during activation of the AEP, the operating portions of the Aerodrome will be preserved. The Airside Operations group will preserve the movement area by continuing to carry out operations in line with all relevant Sections of the Standard Operating Procedures.

ARFFS Commander

The ARFFS Commander is responsible for designating current ARFFS Category to ensure appropriate response to ongoing operations. ARFFS category will be communicated via NOTAM.

3.3 Offsite Access for Operationally Critical Personnel

Road access on the Brisbane Airport precinct may be impacted during major incidents and emergencies. Individual agencies should have plans and procedures in place to identify an appropriate assembly/holding point for operationally critical personnel to attend. Where possible this site should not be located on the airport precinct.

AFP/QPS will manage any road closures and access requirements on the Brisbane Airport precinct during a major incident or emergency and will assist in establishing a safe means of access for operational critical staff or agencies supporting response efforts, if deemed appropriate. This will be coordinated through the EOC.

4. Emergency Response Facilities

4.1 Emergency Response Facilities

The following table identifies operational centres and supporting facilities which may be activated to support Police and Emergency services in effective command, control and coordination of resources during the operational response to an Emergency.

BAC will activate and establish the various Emergency Response Facilities as requested by the responding agencies and/or impact Airline(s), subject to identified response requirements.

Appendix C: Emergency Response Facilities – Locations and Decision Table provides a detailed overview of Emergency response facilities and criteria for activation to assist with decision-making.

BAC provides the location/facilities and will deploy resources to assist with facility set up and initial welfare activities pending agency/airline resources being deployed to precinct. The management of these locations and associated processes are the responsibility of the various agencies and/or impacted Airline(s) utilising these facilities.

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4.1.1 Emergency Operations Centre (EOC)

Table 9 Emergency Operations Centre Details and Configuration

Activation	The EOC will be declared ACTIVATED by either: • BAC's IAT (if an internal response occurs); or • the Control Agency • BAC, if required can communicate to EOC personnel via agreed communication channel(s) to notify of activation The EOC is maintained in a state of readiness. BAC personnel shall assist and support the operation of the facility and agency representatives. The EOC is a central location for any incident/emergency response and recovery. The team situated in the EOC are known as the Emergency Management Team (EMT). The IOC is an alternate location used by BAC's IMT for the management of operational response and recovery activities and support of responding agencies in the EOC. BAC's representative in the EOC is the liaison/contact point between the EOC and IOC. BAC's IMT may use the EOC for any internal BAC led incident response activities. Where an agency led response occurs, BAC's IMT will use the IOC. BAC IMT activities in the IOC will follow the IAT/IMT Procedure.
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Functions	• Centre from which all agencies including Police, Emergency Services, BAC and Airlines manage and coordinate response to emergencies at Brisbane Airport. • Gain and maintain situational awareness and ensure relevant stakeholders are appropriately advised and participants/agencies are provided with relevant information. • Assess the situation and activate key resources and capabilities at the direction of the Control Agency. • Effectively monitor, support or control the response as per legislation at the direction of the Control Agency. • Centrally manage and coordinate media communications and establish/maintain a Media Centre. • Central communications/contact point for response activities. • Establish, coordinate and ongoing liaison with Reception Centres (PRC/CRC/FFRC and Reunion Area). • Establish and maintain a visible Situation Board and Log of Events. • Maintain appropriate record-keeping and produce/share required SITREPs. • Coordinate with BAC's IMT to support the maintenance and/or recovery of airport operations.
Protocols	The Control Agency is responsible for the management of the EOC. However, in order to support the functionality and effectiveness of the EOC, the following protocols are recommended: • Phones are to be turned to "silent". Calls to be taken outside the EOC (where possible). • No telephone calls/external communications to occur during briefing sessions. • Numbers are to be kept to a minimum / necessary representative. • Noise levels are to be monitored and managed. • Attendance list to be established and maintained to track arrival and departure times. • Visible Situation Board to be maintained to support situational awareness when representatives arriving at the EOC.
Primary Location	Nadi Room – Level 3, Brisbane International Terminal Building (ITB) In the unforeseen circumstance that this facility is not available or appropriate for use, the Control Agency will nominate an alternate location, either on or off Brisbane Airport precinct will be established.
Access Control / Security	Access control and security is to be established for the EOC. The Control Agency (AFP/QPS) is to deploy personnel to provide security for the EOC location. BAC may be able to assist with the allocation of a security resource if requested.
Stand Down	The EOC will be declared STOOD DOWN by either: • The Control Agency (in an Agency Led response); or • BAC's IMT (if used for BAC Led response).

Roles

Responding agencies and organisations will determine the deployment of representatives to the EOC.

Control Agency	AFP with handover to QPS Incident Commander
Set Up	BAC ITB Receptionist / Terminal Operations
AFP	EOC Manager responsible for coordination of regular formal update sessions. Also responsible for completion & dissemination of regular SITREP & Log of Events (assistance from BAC representative if requested).
Agencies	Response and government agency representatives as deployed by respective agencies or requested by the Control Agency.
Airline Senior Manager / Liaison Officer	Impact Airline Representative/s
BAC	1 x BAC representative to support the EOC Manager. Responsible for ensuring EOC set up & control agencies establish and maintain a visible Situation Board and Log of Events. Also ensure control agency maintains appropriate record-keeping and produce/share required SITREPs 1 x BAC representative determined based on emergency type. Responsible for Situation Reports and briefings to BAC's IMT in the IOC and support of agencies in EOC. 1-2 x scribe(s) to support the BAC representative and maintain appropriate records/SITREPs.

BAC Key Contacts

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EOC Configuration

The EOC is supported by BAC's IMT operating out of the Integrated Operations Centre (IOC) during an Emergency. See **Figure 9** for EOC/IOC configuration mapping.

EOC supported by:

IOC	BAC IMT members	• Support response activities • Contribute to multi-agency command and control activities. • Provide situational awareness. • Manage operational impacts to BAC and associated recovery activities.
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EOC Supported by:		
		• BAC representative in EOC and IMT Leader to conduct regular briefings/SITREPs. • Operation in accordance with the IAT/IMT Procedure.
Support Agencies	• QLD Health • Australian Red Cross • Local Disaster Management Group • District Disaster Management Group • State Disaster Coordination Centre (SDCC)/relevant Local or District Disaster Management Groups (LDMG/DDMG) (if wider community impact) • Any other agency	• Provide facility for support agencies to manage their operations. • Support Police Forward Commander as required/requested.
BAC Crisis Management Centre (CMC) (If activated)	BAC CMT	• Develop strategies to mitigate long term impacts. • Develop strategies to meet the needs of internal and external stakeholders. • Provide strategic direction and support to Incidents, business continuity or Emergencies.

4.1.2 Integrated Operations Centre (IOC)

Table 10 Integrated Operations Centre (IOC) Details and Configuration

Activation	The IOC will be declared ACTIVATED by: • BAC's Initial Assessment Team (IAT) The IOC is maintained in a state of readiness. BAC personnel shall assist and support the operation of the facility. The IOC is used by BAC's IMT for the management of operational response and recovery activities and support of responding agencies in the EOC. BAC's representative in the EOC is the liaison/contact point between the EOC and IOC. BAC's IMT may use the EOC for any internal BAC led incident response activities. Where an agency led response occurs, BAC's IMT will use the IOC. BAC IMT activities in the IOC will follow the IAT/IMT Procedure.
Functions	• Centre responsible for managing the operational response to an incident or emergency • Gain and maintain situational awareness and ensure relevant stakeholders are appropriately advised and participants/agencies are provided with relevant information.

	- Assess the situation and activate key resources and capabilities. - Effectively monitor, support or control the response. - Centrally manage and coordinate media communications. - Central communications/contact point for response activities. - Establish, coordinate and ongoing liaison with Reception Centres (PRC/CRC/FFRC and Reunion Area). - Establish and maintain a visible Situation Board and Log of Events. - Maintain appropriate record-keeping and produce/share required SITREPs. - Coordinate with EMT / CMT (if activated) to support the maintenance and/or recovery of airport operations.
Protocols	- To support the functionality and effectiveness of the IOC, the following protocols are recommended: - Phones are to be turned to "silent". Calls to be taken outside the IOC (where possible). - No telephone calls/external communications to occur during briefing sessions. - Numbers are to be kept to a minimum / necessary representative. - Noise levels are to be monitored and managed. - Attendance list to be established and maintained to track arrival and departure times. - Visible Situation Board to be maintained to support situational awareness when representatives arriving at the IOC.
Primary Location	s47G
Access Control / Security	Access control and security is to be established for the IOC. The Control Agency (AFP/QPS) is to deploy personnel to provide security for the IOC location. BAC may be able to assist with the allocation of a security resource if requested. BAC ITB Reception will ensure the internal access-controlled door to the IOC is kept shut at all times and maintain any entry requests.
Stand Down	The IOC will be declared STOOD DOWN by either: - The Control Agency (in an Agency Led response); or - BAC's IMT (if used for BAC Led response).

Roles	
The IAT / IMT comprises of BAC employees that provide a cross-reference of BAC operations.	
Set Up	BAC ITB Receptionist / Terminal Operations / IAT / IMT members
BAC Liaison Officer (EOC / IOC)	Conduit between EOC / IOC.
BAC	IMT Leader. Specialists. IMT Coordinator. Log Keeper(s). Support Officer(s).

BAC Key Contacts

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IOC Configuration

BAC's IMT operate out of the Integrated Operations Centre (IOC) during an Emergency. See **Figure 10** for EOC/IOC configuration mapping.

IOC Supported by:

BAC Crisis Management Centre (CMC) (If activated)

BAC CMT

- Develop strategies to mitigate long term impacts.
- Develop strategies to meet the needs of internal and external stakeholders.
- Provide strategic direction and support to Incidents, business continuity or Emergencies.

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4.2 Forward Command Post (FCP)

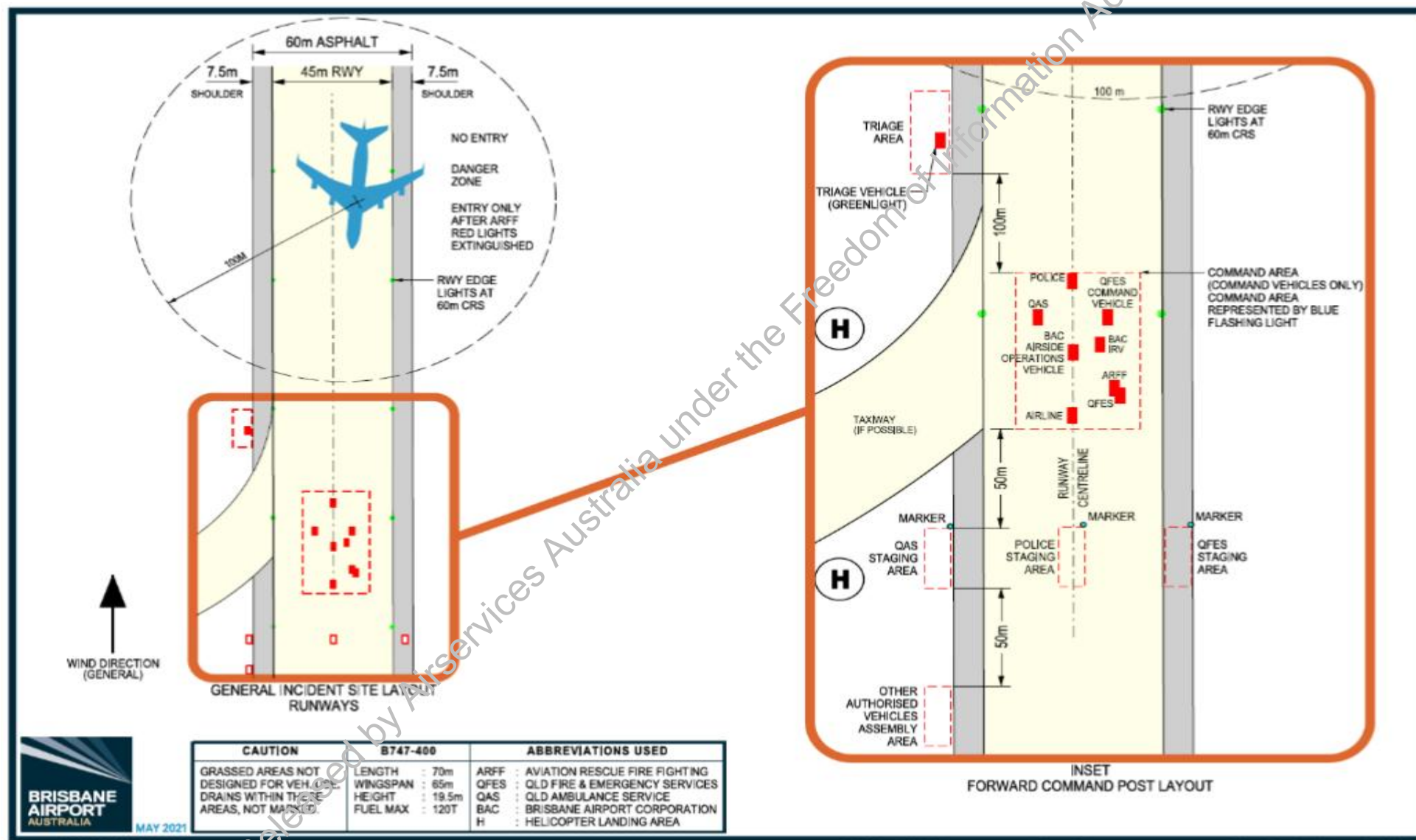
Table 11 Forward Command Post Details and Configuration

Activation	The FCP will be ACTIVATED by: - The Combat Agency identified in the table at Section 5.2: Control and Combat Agencies. - All response vehicles, except ARFF and responding AOC vehicles will meet at the Emergency Access Point and staging area, unless otherwise advised. - Entry to the Incident Site is under BAC escort only and when authorised by Police Forward Commander. - All agencies are responsible for ensuring the use of tabards for agency identification purposes.
Functions	- Provide the closest Command, Control and Coordination point to the Incident Site. - Manage Combatant and Support agencies at the Incident Site. - Incident Control Point may be established to access the Incident Site until establishment of the FCP. - Responding agencies may set up individual/separate command points from which to manage and coordinate their respective response activities. - Agencies are to send a representative to the central coordination point, represented by a BAC AOC Vehicle or Incident Response Vehicle with a BLUE flashing light, for any established briefing sessions. - Manage and maintain a combined Operations/Situation Board.
Location	Aviation Incidents: - Determined by ARFF Commander – established no less than 100 metres upwind of an Incident Site - The Police Forward Commander has the discretion to relocate the FCP after handover from ARFF. - Indicated by the BAC AOC Vehicle or Incident Response Vehicle with a BLUE flashing light. All other Emergencies: - Determined by Combat Agency Commander identified in Section 5.2: Control and Combat Agencies in consultation with the Control Agency.
Access Control / Security	AFP / QPS are responsible for establishing and managing the outer cordon for the FCP.
Vehicle Lighting	- BAC's Incident Response Vehicle or AOC Vehicle – BLUE. - Triage Vehicle – As indicated by QAS - GREEN - ARFF – RED (while area is unsafe) - All other flashing lights or beacons are to be turned off on entry to airside.
Stand Down	The FCP will be STOOD DOWN by: The Control Agency. See Section 5.2: Control and Combat Agencies

Roles	
Control Agency	Determined by Incident. See Section 5.2: Control and Combat Agencies
Combat Agency	Determined by Incident. See Section 5.2: Control and Combat Agencies
Set Up	Combat Agency. See Section 5.2: Control and Combat Agencies
Airside Operations and BAC Liaison	Airside Safety Officer/s (ASOs)
Airline Liaison	Engineer/s or other authorised/appointed representative

BAC Key Contacts	
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Figure 10 FCP Deployment and Cordons for Aircraft Crash



4.3 Casualty Processing Area (CPA)

Table 12 Casualty Processing Area Details and Configuration

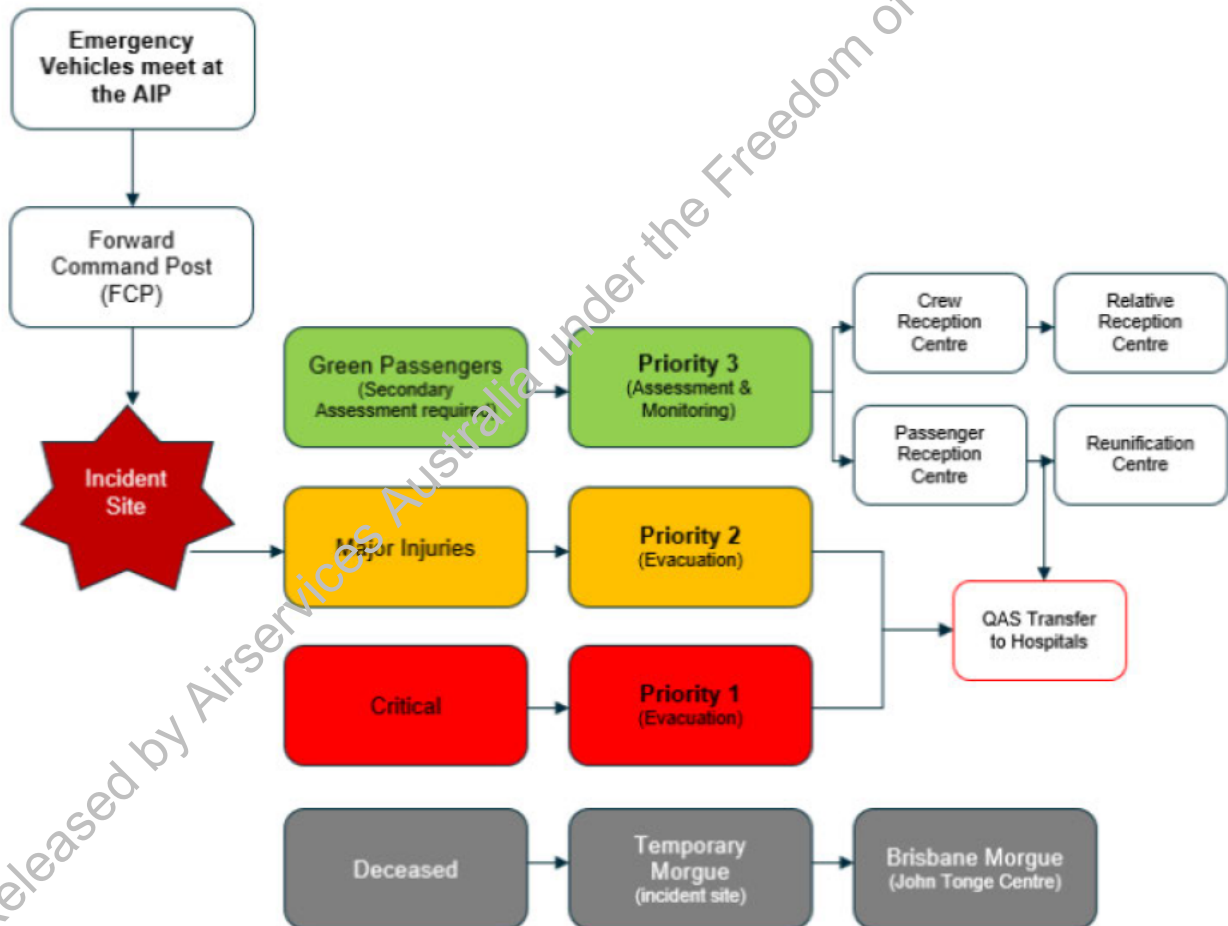
Activation	The CPA will be ACTIVATED by: • Police Forward Commander • QAS Senior On-Scene Officer
Functions	• Triage assessment • Survivor classification/sorting according to injuries (see “Casualty Processing Area Workflow” below) • Initial first aid/medical attention (life support) [Treatment/resuscitation] • Transportation of seriously injured to hospitals (QAS) and minor injuries and uninjured to the Passenger Reception Centre (PRC) and Crew Reception Centre (CRC) for Secondary Assessment. Protocols established and coordinated by QHealth, QAS and Police. • Ambulance loading area/transportation areas. NOTE: QHealth/QAS may identify the need for and/or establish a ‘Secondary Assessment Site’ for the purpose of on precinct medical care/monitoring pending transportation to hospitals. Locations on precinct (patient holding facility attached to the RFDS hangar or any of the hangars occupied by LifeFlight, RFDS or QG Air) may be identified subject to requirements and availability (activated by Retrieval Services Queensland (RSQ)) and/or QHealth, QAS or other responding agencies may need to source temporary hospital/triage infrastructure.
Location	• Vicinity of FCP – designated by GREEN flashing light or as indicated by QAS. • Determined by Police Forward Commander in consultation with ARFF Commander.
Access Control / Security	AFP / QPS are responsible for establishing and managing the outer cordon for the FCP.
Handling of the Deceased	• Deceased are not to be moved unless absolutely necessary (authorised by QPS and/or QPS DVI). • Should bodies be moved, the QPS Disaster Victim Identification (DVI) team requires the original position to be photographed, marked and numbered. • QHealth maintains a “Queensland Mortuary Surge Capacity Plan” that provides processes/guidance around human remains storage (i.e. Mass Storage Facility (pre-designated sites) and Rapid Deployment Facility (RDF) (deployable facility)). • QPS DVI is responsible for establishing temporary morgue facilities and for the subsequent removal of deceased to Qld Health’s Forensic and Scientific Services at the John Tonge Centre.
Stand Down	The Casualty Processing Area will be STOOD DOWN by: • Police Forward Commander

Roles	
Coordinating Authority	QLD Health Site Medical Commander in conjunction with QAS
Combat Agency	QAS
Set Up	QAS

BAC Key Contacts

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Figure 11 Casualty Processing Area Workflow



4.4 Passenger Reception Centre (PRC)

Table 13 Passenger Reception Centre Details and Configuration

Activation	The PRC will be declared ACTIVATED by the: • EOC; or • BAC's IMT
Functions	• Facilitate removal of passengers from Incident Site. • Registration of passengers (names and contact details) via either Register.Find.Reunite (administered by Australian Red Cross), Airline or QPS processes/forms. • Provide basic welfare and care. • Police enquiries/interviews. • Prepare passengers for reunion with family and friends.
Primary Location	• Refer to Table 6 and Appendix C and for location options.
Staging Area	• Refer to Table 6 and Appendix C for location options.
Roles	
Control Agency	• QPS
Set Up	• ABF (for international flights only) • BAC Terminal Operations • BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors • Airline (if resources available)
Registration	• ABF (for international flights only) • Australian Red Cross • Airline • QPS (if required)
Welfare Support	• Airline • Australian Red Cross • BAC Support Staff e.g. Emergency Response Team (ERT) and Ambassadors • The Salvation Army (activated by BAC S&EM team if required) • Other welfare support services as engaged by the Airline
Associated Agency Activities	• QPS – interview/investigation processes. • QPS DVI – deceased identifications/next of kin notifications. • ATSB – interview/investigation processes.
Access Control / Security	• AFP/QPS • ISS Security (provided via BAC where required/requested)
Refer to Appendix D for PRC process.	

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4.5 Crew Reception Centre (CRC)

Table 14 Crew Reception Centre Details and Configuration

Activation	The CRC will be declared ACTIVATED by the: • EOC • BAC's IMT
Functions	• Separate and secure area for processing of crew. • Facilitate removal of crew from Incident Site. • Registration of crew (names and contact details). • Provide basic welfare and care. • Police enquiries/interviews. • Prepare crew for reunion with family and friends. <i>NOTE: an aircraft incident may be considered a possible 'scene of crime' and as such Police may direct to isolate the crew for investigation purposes.</i>
Primary Location	Refer Table 6 and Appendix C for location options.
Staging Area	Refer Table 6 and Appendix C for location options.
Roles	
Control Agency	• QPS
Set Up	• BAC Terminal Operations • BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors • Airline (if resources available)
Registration	• Australian Red Cross • Airline
Welfare Support	• Airline • Australian Red Cross

	• BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors • The Salvation Army (activated by BAC S&EM team if required) • Other welfare support services as engaged by the Airline
Associated Agency Activities	• QPS – interview/investigation processes. • ATSB – interview/investigation processes.
Access Control / Security	• AFP/QPS • ISS Security (provided via BAC where required/requested)
Refer to Appendix D for CRC process.	

Key Contacts

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4.6 Family & Friends Reception Centre (FFRC)

Table 15 Family & Friends Reception Centre Details and Configuration

Activation	The FFRC will be declared ACTIVATED by: • EOC; or • BAC's IMT.
Functions	• Central gathering point for family and friends of passengers involved in the Incident. • Receive inquiries from family and friends. • Coordination point for reunification process. • Provide basic welfare and care. • Police enquiries/interviews.
Primary Location	Meet and Greet Area Level 2, Brisbane International Terminal Building (ITB) – Southern End <i>NOTE: It may be determined to use this location temporarily pending identification of a longer term/off precinct or out of terminal location by QPS and/or Airline.</i>
Staging Area	Refer Table 6 and Appendix C for location options.

Roles	
Control Agency	• QPS
Set Up	• BAC Terminal Operations • BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors • Airline
Registration	• Australian Red Cross • Airline
Welfare Support	• Australian Red Cross • Airline • BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors • The Salvation Army (activated by BAC S&EM team if required) • Other welfare support services as engaged by the Airline
Associated Agency Activities	• QPS DVI – Liaison with friends and family as part of deceased identification / next of kin notification • ATSB – may send a resource to location for liaison purposes
Access Control / Security	• AFP or QPS • ISS Security (provided via SAC where required/requested)
Refer to Appendix D for FFRC process.	

Key Contacts

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4.7 Reunion Area

The reunion process is authorised by the Police Forward Commander and controlled by QPS with assistance from the Airline. The reunion process will be labour intensive, and the airline may request assistance from welfare agencies, Police, handling agents and other members of the airport community as required.

The Reunion Areas will vary and be dependent on the number of passengers, family & friends and the impacted airline procedures. Reunion Areas require comfortable and private facilities that can facilitate a number of small group and individual reunions.

The Reunion Area location will be allocated by BAC Terminal Operations based on event scenario and reception centre locations being utilised. In some cases, family and friends may be transported and accommodated off airport by the impacted airline.

* Refer to **Appendix C: Emergency Response Facilities – Locations and Decision Table** for a detailed overview of Emergency response facilities and their criteria for activation to assist with decision-making.

4.8 Media Centre

A Media Centre is established to provide up to date and accurate information to the mainstream media.

In accordance with **Section 5.2**, the BAC's Communications & Public Affairs Team (or delegate) will work in consultation with the QPS Media and the Airline to determine the location and function of the Media Centre and approved statements/communications.

The BAC Incident and Emergency Communications Guide details arrangements and the function of the Media Centre during an Emergency. To request information regarding this plan, email BNEmedia@bne.com.au.

A suitable location for media outside broadcast vans will be nominated by the Communications & Public Affairs Team in consultation with the Security, Policy & Compliance Team.

5. Operational Response

5.1 Activation

Table 16 Activation of the AEP

Airport Classification	Warning	Activation Agency	Action Required
Local Standby	Alert	ATC	ARFF and BAC Airside Operations Deploy AFP – notification only
Full Emergency	Call Out		ATC / QPS
Crash on Airport			
Crash off Airport			
Crash on Water			
Unlawful Seizure	Stand By	ATC / BAC / Airline	
Bomb Threat	Stand By	BAC / Airline	
Suspicious Item or Substance	Stand By	BAC / Airline	
Armed Offender	Call Out	AFP / QPS	
Hazardous Material	Call Out	ARFF / QFD	
Fire	Call Out		

Airport Classification	Warning	Activation Agency	Action Required
Repatriation	Call Out	QPS	
Listed Human Disease (including COVID)	Call Out	DAFF / DCCEEW / QLD Health	
Medical Emergency on Aircraft	Call Out	ATC / Airline	
Death on Aircraft	Call Out		
Natural Disaster	Call Out	BAC	

5.2 Control and Combat Agencies

Table 17 Control and Combat Agencies

Airport Classification	Combat Agency	Control Agency
Local Standby	ARFF	ARFF
Full Emergency		
Crash on Airport		
Crash off Airport		
Crash on Water		
Unlawful Seizure	AFP / QPS	AFP / QPS
Bomb Threat		
Suspicious Item or Substance		
Armed Offender		
Hazardous Material	QFD / ARFF	QFD
Fire		
Repatriation	QPS	
Listed Human Disease (including COVID)	DAFF / DCCEEW / QLD Health	QLD Health
Medical Emergency on Aircraft	QAS	QAS
Death on Aircraft	AFP / QPS	QPS
Natural Disaster		

5.3 Response Coordination

This section details the operational arrangements for emergencies, including the following scenarios:

- Local Standby (**Section 5.4**)
- Full Emergency (**Section 5.5**)
- Crash on Airport (**Section 5.6**)
- Crash off Airport (**Section 5.7**)

- Crash on Water (**Section 5.8**)
- Medical Emergency on Aircraft (**Section 5.9**)
- Death on Aircraft (**Section 5.10**)
- Unlawful Seizure (**Section 5.11**)
- Bomb Threat (**Section 5.12**)
- Suspicious Item or Substances (**Section 5.13**)
- Hazardous Material (**Section 5.14**)
- Armed Offender (**Section 5.15**)
- Natural Disaster (**Section 5.16**)
- Structural Fire (**Section 5.17**)
- Listed Human Disease (including COVID) (**Section 5.18**)
- Repatriation (**Section 5.19**)
- Disabled Aircraft (**Section 5.20**)

Specific response arrangements are detailed in tables following the format below:

Emergency	Definition of the Emergency (aviation/security)
Control Agency	Agency responsible for overall control and direction of response activities, agencies and individuals including First Response, Combat Agency and Support Agencies.
Activation	Agency that activates the response arrangements.
Declaration	Agency / Role that declares the Emergency has occurred.
First Response	Agency expected to respond first to the Emergency.
Combat Agency	Agency responsible for conducting primary response activities of a particular Emergency.
Support Agencies	Agencies responsible for supporting the Combat and Control Agency.
Supporting Plans/Procedures	Any plans or procedures that support the response.
Staging Area	Location where responding agency's people, vehicles and resources will meet before attending the Emergency or Incident location.
Stand Down	Agency responsible for ending the response and declaring the situation safe.

5.4 Local Standby

Local standby	A condition declared when an aircraft approaching the airport is known or suspected to have developed a defect which may cause serious difficulty in effecting a safe landing. A Local Standby will be initiated in response to a PAN call. Off Airport agencies are NOT required.
Control Agency	ARFF
Activation	ATC
Declaration	Pilot in Command declares PAN <u>or</u> Local Standby <u>or</u>

	ATC after receiving information from Pilot	
First Response	ARFF	
Combat Agency	ARFF	
Support Agencies	BAC AFP (information only)	
Staging Area	ARFF vehicles assemble as per ARFF SOPs	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	• No. of passengers and crew on board • Any Dangerous Goods on board • Any other important information
Stand Down	Response agencies will be stood down by ATC at the direction of ARFF.	

5.5 Full Emergency

Full emergency	A condition declared when it is known that an aircraft approaching the airport is, or is suspected to be, in such trouble that there is danger of an accident. A Full Emergency will be initiated in response to a MAYDAY call. Off Airport Agencies are REQUIRED to respond. NOTE: The Pilot in Command may declare a situation of emergency fuel by declaring "MAYDAY FUEL". The Pilot will advise if a normal approach and landing is expected, and emergency services not required. In these circumstances, this is not considered a "Full Emergency" that would activate the AEP. If the Pilot requests emergency services, the event is to be treated as a "Full Emergency".	
Control Agency	AFP / QPS	
Activation	ATC	
Declaration	Pilot in Command declares 'Mayday' <u>or</u> 'Full Emergency' <u>or</u> ATC after receiving information from Pilot To provide an initial measured response, one of the following levels will be used by ATC in declaring the full Emergency to outside agencies. Level I – up to 18 seats Level II – up to 215 seats Level III – up to 560 seats When the actual number of people on board (POB) is known, ATC will immediately advise responding agencies.	
First Response	ARFF	
Combat Agency	ARFF	
Support Agencies	ABF ATSB BAC	QAS QFD QLD Health
Supporting Plans/Procedures	Disabled Aircraft Removal Plan (refer Section 7.1) Care of Family & Friends Plan (refer Section 7.2) Care of the Uninjured Plan (refer Section 7.3)	

	BAC Aerodrome Manual (refer to Airside Operations Division) BAC Incident and Emergency Communications Guide (refer to Communications & Public Affairs)	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	• No. of passengers and crew on board • Any Dangerous Goods on board • Any other important information
Stand Down	Response agencies will be stood down by ATC at the direction of ARFF.	

5.6 Crash on Airport

Crash on Airport	An aircraft crash is a self-evident situation where an aircraft is seen to crash or is about to crash. This may include an aircraft descending out of control, an aircraft on fire, a mid-air collision or an explosion of an aircraft. This is a crash that occurs inside the airport boundary.	
Control Agency	AFP / QPS	
Activation	ATC	
Declaration	ATC To provide an initial measured response, one of the following levels will be used by ATC in declaring the crash to outside agencies. Level I – up to 18 seats Level II – up to 215 seats Level III – up to 560 seats	
First Response	ARFF	
Combat Agency	ARFF	
Support Agencies	ABF ATSB Australian Red Cross BAC The Salvation Army	QAS QFD QLD Health Other agencies, as requested
Supporting Plans/Procedures	Disabled Aircraft Removal Plan (refer Section 7.1) Care of Family & Friends Plan (refer Section 7.2) Care of the Uninjured Plan (refer Section 7.3) BAC Aerodrome Manual (refer to Airside Operations Division) BAC Incident and Emergency Communications Guide (refer to Communications & Public Affairs)	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	• No. of passengers and crew on board • Any Dangerous Goods on board • Any other important information
Stand Down	Response agencies will be stood down by QPS through the EOC.	

5.7 Crash off Airport

Crash off Airport	An aircraft crash is a self-evident situation where an aircraft is seen to crash or is about to crash. This may include an aircraft descending out of control, an aircraft on fire, a mid-air collision or an explosion of an aircraft. This is a crash that occurs outside of the airport boundary. A crash outside of the Airport Boundary and Airport jurisdiction requires activation of State and Local Government response plans. Namely, the relevant Local Disaster Management Plan (LDMP), the relevant District Disaster Management Plan (DDMP) and the Queensland State Disaster Management Plan. BAC and Airport agencies such as ARFF will provide resources to assist the State and Local Government authorities, where requested. It is likely that elements of the AEP may be activated in support.	
Control Agency	QPS	
Activation	ATC <u>or</u> QPS and Emergency Services	
Declaration	ATC <u>or</u> QPS and Emergency Services To provide an initial measured response, one of the following levels will be used by ATC in declaring the crash to outside agencies. Level I – up to 18 seats Level II – up to 215 seats Level III – up to 560 seats	
First Response	QFD (outside of 1km of Airport Boundary) Note: ARFF may still assist with first response if near 1km of Airport Boundary.	
Combat Agency	QFD (outside 1km of Airport Boundary) Note: ARFF may still assist with combat if near 1km of Airport Boundary.	
Support Agencies	ABF ARFF ATSB Australian Red Cross BAC BCC	MBRC The Salvation Army QAS QFD QLD Health SDCC Other agencies, as required
Supporting Plans/Procedures	Relevant LDMP (refer <u>Qld Government Disaster Management</u> website) Relevant DDMP (refer <u>Queensland Police Service</u> website) <u>Queensland State Disaster Management Plan</u> Care of Family & Friends Plan (refer Section 7.2) Care of the Uninjured Plan (refer Section 7.3) BAC Aerodrome Manual (refer to Airside Operations Division) BAC Incident and Emergency Communications Guide (refer to Communications & Public Affairs)	

Staging Area	Location to be determined by the Control Agency.	
Aircraft Information (obtained from airline)	Airline/Carrier	No. of passengers and crew on board
	Type of Aircraft	Any Dangerous Goods on board
	Flight No.	Any other important information
Stand Down	Response agencies will be stood down by QPS through the relevant DDMG.	

5.8 Crash on Water

Crash on Water	An aircraft crash is a self-evident situation where an aircraft is seen to crash or is about to crash. This may include an aircraft descending out of control, an aircraft on fire, a mid-air collision or an explosion of an aircraft. This is a crash that occurs in QLD waters in the vicinity of Brisbane Airport (Moreton Bay and Brisbane River systems).	
Control Agency	QPS	
Activation	ATC <u>or</u> QPS and Emergency Services	
Declaration	ATC <u>or</u> QPS and Emergency Services To provide an initial measured response, one of the following levels will be used by ATC in declaring the crash to outside agencies. Level I – up to 18 seats Level II – up to 215 seats Level III – up to 560 seats	
First Response	ARFF (within 1km of Airport Boundary) QPS (outside 1km of Airport Boundary)	
Combat Agency	ARFF (within 1km of Airport Boundary) QFD (outside 1km of Airport Boundary)	
Support Agencies	ABF ARFF ATSB Australian Red Cross BAC The Salvation Army	QAS QFD QLD Health Other agencies, as required
Supporting Plans/Procedures	Care of Family & Friends Plan (refer Section 7.2) Care of the Uninjured Plan (refer Section 7.3) BAC Aerodrome Manual (refer to Airside Operations Division) BAC Incident and Emergency Communications Guide (refer to Communications & Public Affairs) Brisbane LDMP (refer Brisbane City Council website) Brisbane DDMP (refer Queensland Police Service website) Moreton Bay LDMP (refer Moreton Bay Regional Council website)	

	<u>Queensland State Disaster Management Plan</u>	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport or as determined by the Control Agency.	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	• No. of passengers and crew on board • Any Dangerous goods on board • Any other important information
Stand Down	Response agencies will be stood down by QPS through the EOC.	

5.9 Medical Emergency on Aircraft

Medical Emergency on Aircraft	Any sickness or injury that extends past basic first aid, requiring immediate treatment from medical professionals. This is a medical Emergency that occurs on aircraft involving multiple passengers/ casualties arriving at Brisbane Airport. A medical Emergency where passengers are showing symptoms of a communicable disease may require special precautions such as quarantine measures (refer Section 5.13). NOTE: A Pilot may notify ATC of a singular on-board medical emergency by declaring a Medical PAN and appending the words 'MEDICAL PRIORITY REQUIRED'. The Pilot should specify any service attendance requirements such as QAS or ARFF. In these circumstances, the AEP is not activated unless requested by the Pilot. If the AEP is activated, then the Medical PAN should be treated as a Local Standby.	
Control Agency	QAS	
Activation	ATC <u>or</u> Airline Ground Operations	
Declaration	Pilot in Command <u>or</u> Airline Ground Operations	
First Response	ARFF QAS	
Combat Agency	QAS	
Support Agencies	ABF Airline/Ground Handler AFP	ARFF BAC DAFF / DCCEEW
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	
Stand Down	Response agencies will be stood down by QAS.	

5.10 Death on Aircraft

Death on Aircraft	Any death that occurs on an aircraft at Brisbane Airport.	
Control Agency	QPS	
Activation	ATC <u>or</u> Airline Ground Operations	
Declaration	Pilot in Command <u>or</u> Airline Ground Operations	
First Response	AFP / ARFF	
Combat Agency	AFP	
Support Agencies	ABF (international flights only) Airline/Ground Handler AFP QAS	QPS ARFF BAC DAFF/ DCCEEW
Supporting Plans/Procedures	Deceased Person Removal Plan (refer Section 7.6)	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	
Stand Down	Response agencies will be stood down by AFP or QPS.	

5.11 Unlawful Seizure

Unlawful Seizure	An aircraft in flight or on the ground that has been unlawfully seized.	
Control Agency	AFP / QPS (ATC is responsible for aircraft in flight and while moving on airport under its own power)	
Activation	ATC BAC Airline	
Declaration	Pilot in Command – will communicate either directly through transponders or approved covert signals. ATC – if communications with aircraft cease and unauthorised manoeuvres occur. Apron Staff – witness evidence of unlawful seizure.	
First Response	AFP	
Combat Agency	AFP QPS	
Support Agencies	ABF Airline/Ground Handler AFP	ARFF BAC DAFF / DCCEEW
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport Refer to Appendix B-8: Isolated Aircraft Parking Positions and Isolated Aircraft Parking Positions – Quick Reference Guide	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	
Stand Down	Response agencies will be stood down by AFP or QPS.	

5.12 Bomb Threat

Bomb Threat	A genuine threat or hoax that an explosive device has been placed on an aircraft or airport facility.	
Control Agency	AFP / QPS	
Activation	BAC – after it has been assessed by the BAC IAT or Airline	
Declaration	Agency that assesses the threat as genuine (as opposed to hoax)	
First Response	AFP	
Combat Agency	AFP QPS	
Support Agencies	Airline/Ground Handler AFP ARFF BAC	QAS (Standby unit) QFD (Standby unit)
Supporting Plans / Procedures	BAC Bomb Threat Checklist (refer to Security & Emergency Management Division) BAC Bomb Threat Assessment (refer to Security & Emergency Management Division) BAC Response to Bomb Threat (refer to Security & Emergency Management Division)	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.	
Stand Down	Response agencies will be stood down by AFP or QPS.	

Activation of Isolated Aircraft Parking Position (IPP)

An aircraft which is subjected to a threat of sabotage or unlawful interference should be parked at an isolated aircraft parking position until the act of unlawful interference is terminated. Such an area should be located at least 100m away from other aircraft parking positions, buildings or public areas. In such cases it may be necessary to evacuate passengers without the aid of loading ramps / stairs provided at the passenger terminal. Motorised loading ramps / stairs may be available which could be driven to the site, otherwise built-in aircraft stairs or the aircraft slides may be used.

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Locations allow for the maximum distances practical (not less than 100m) from other parking positions, buildings or public areas and factor in likely enforcement agency exclusions zones up to 300m.

No underground utilities (i.e. gas, fuel, electrical or sewerage) are located at or near these locations.

Possible Exclusion Zones for each of the DTB and ITB Bays have been identified / mapped.

Released by Airservices Australia under the Freedom of Information Act 1982

5.13 Suspicious Item or Substances

Suspicious Item or Substance	Detection of material of a particular kind or constitution that has not been identified or its properties are not ascertained that may include chemical substances (including fuel), radioactive material or biological substances. These substances have the potential to incapacitate or kill human beings. These items and substances can be dispersed to cause mass disruption and incapacitation.
Control Agency	AFP / QPS
Activation	BAC – after it has been assessed by the BAC IAT or Airline
Declaration	Agency that discovers the item or substance
First Response	AFP ARFF
Combat Agency	QFD
Support Agencies	Airline BAC
Supporting Plans/Procedures	BAC Unidentified Substance Assessment (refer to Security & Emergency Management Division)
Staging Area	Airside Inspection Point – Gahna Street, Brisbane Airport
Aircraft Information (obtained from airline)	• Airline/Carrier • Type of Aircraft • Flight No.
Stand Down	Response agencies will be stood down by AFP or QPS.

5.14 Hazardous Material

HAZARDOUS MATERIAL	An uncontrolled release of hazardous material. Hazardous materials may include radioactive material, biological substances and chemical materials.	
Control Agency	QFD	
Activation	ARFF QFD	
Declaration	Agency that discovers the HAZMAT	
First Response	ARFF	
Combat Agency	QFD	
Support Agencies	AFP BAC	QAS QPS
Supporting Plans/ Procedures	BAC Airside Operations SOP Section 5: Spills & Section 13: Emergency Procedures (13.4 HAZMAT). BAC Environmental Incidents & Emergencies Procedure (refer to Health, Safety & Environment Division).	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Stand Down	Response agencies will be stood down by QFD.	

5.15 Armed Offender

Armed offender	A person/s armed with a weapon, instrument, implement or device who poses an immediate threat to people.	
Control Agency	QPS	
Activation	AFP QPS	
Declaration	Agency that receives initial notification	
First Response	AFP	
Combat Agency	AFP QPS	
Support Agencies	BAC QAS	QFD ARFF
Supporting Plans/Procedures	Refer to the building's Emergency Procedures Manual (refer Fire EMT).	
Staging Area	Determined by AFP and QPS	
Stand Down	Response agencies will be stood down by AFP or QPS.	

5.16 Natural Disaster

Natural Disaster	Natural Disasters that could impact Brisbane Airport are storm, flood, bushfire, tsunami and earthquake. Any natural disaster that causes an Emergency at Brisbane Airport would unlikely be isolated to the airport. Therefore, Emergency services response will be limited in the early stages of the Emergency.	
Control Agency	QFD	
Activation	BAC	
Declaration	QFD – through the SDCC	
First Response	AFP ARFF	
Combat Agency	QFD	
Support Agencies	AFP ARFF BAC	QAS QPS
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Stand Down	Response agencies will be stood down by QFD through the SDCC.	

5.17 Fire

Fire	A fire that occurs within the precinct covered by this plan.	
Control Agency	QFD	
Activation	ARFF QFD	
Declaration	Agency that discovers the Fire	
First Response	ARFF	
Combat Agency	QFD	BAC
Support Agencies	AFP ARFF	QPS QAS
Supporting Plans	Refer to the building's Emergency Procedures Manual (refer Fire EMT).	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Stand Down	Response agencies will be stood down by QFD.	

5.18 Listed Human Disease

Listed Human Disease	A Listed Human Disease (LHD) outbreak on an arriving aircraft or within a terminal building. A Listed Human Disease (LHD) under the <i>Biosecurity Act 2015</i> is a human disease which is communicable and may cause significant harm to human health.	
Control Agency	QLD Health	
Activation	DAFF / DCCEEW / QLD Health	
Declaration	DAFF / DCCEEW / QLD Health	
First Response	DAFF / DCCEEW / QLD Health	
Combat Agency	QLD Health	
Support Agencies	Airline ABF AFP BAC	QAS QFD QPS ARFF
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Location of Health Room ITB & Access	Health Room ITB Level 2 Concourse (opp Gate 82) - QAS to enter via AIP and use stairs at Gate 82 (if aircraft off bay) and pax able to use stairs - QAS to enter via AIP and use lift at Gate 87 if pax unable to use stairs - QAS to park Level 2 southern end and use contractor alley to enter / exit	
Forensic Cleaning of Health Room	NLR Cleaners (if required)	
Stand Down	Response agencies will be stood down by QLD Health.	

5.19 Repatriation

Repatriation	If the safety of Australian citizens overseas is threatened, either by disaster or an adverse security situation, the Australian Government may decide that an evacuation of Australian citizens and their immediate dependants, permanent residents and approved foreign nationals is necessary.	
Control Agency	QPS (DFAT for media and communications)	
Activation	QPS	
Declaration	QPS	
First Response	QPS	
Combat Agency	QPS	
Support Agencies	BAC Australian Red Cross QLD Queensland Ambulance Service Metro North Hospital and Health Service Department of Housing and Public Works Department Families, Seniors, Disability Services and Child Safety Department of Transport and Main Roads	Commonwealth Australian Border Force Australian Federal Police Department of Agriculture, Fisheries and Forestry Department of Foreign Affairs and Trade Department of Home Affairs Services Australia
Supporting Plans	Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN) Queensland Reception Plan (QRECEPLAN) Brisbane Reception Centre Concept of Operations	
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport	
Stand Down	Response agencies will be stood down by QFD.	

5.20 Disabled Aircraft

Disabled Aircraft	Any aircraft, in any operational condition, that cannot move under its own power or by normal towing operations. This includes Incidents that cause loss of hull or wreckage.
Control Agency	BAC
Activation	ATSB <u>or</u> ATC <u>or</u> Airline <u>or</u> BAC Head of Airside Operations or delegate
Declaration	Pilot in Command <u>or</u> BAC Airside Operations
First Response	BAC Airside Operations Airline
Combat Agency	Aircraft Owner/Operator
Support Agencies	BAC IATP (Qantas) ATSB
Supporting Plans	Disabled Aircraft Removal Plan (refer Section 7.1) BAC Aerodrome Manual (refer Airside Operations Division)
Staging Area	Airside Inspection Point – Gahnia Street, Brisbane Airport
Stand Down	Recovery will be stood down by the BAC Head of Airside Operations or delegate

6. Recovery

6.1 Management

Recovery is the process and coordination by which Brisbane Airport is returned to normal operations following an incident or an emergency. This occurs when the facilities and infrastructure are restored to a point where normal operations and functions are possible. **NOTE: Recovery activities (comprising investigations and return to operational status activities) may take weeks to months, subject to severity of the incident or emergency.**

In line with Emergency management practice as guided by the Australian Airport Association (AAA), it is essential that the need for recovery operations is assessed and planned during the early stages of an emergency response operation. BAC IMT, in consultation with the Police, is responsible for the coordination of the recovery effort.

Where an Emergency requires multi agency recovery and/or long-term recovery activities, a centralised and coordinate approach is critical and may be established through:

Team	Details
Emergency Management Team (EMT)	Allocation of personnel during emergency response stage to recovery planning activities. Altered membership/composition following finalisation of emergency response activities to coordinate recovery activities.
BAC's Incident Management Team (IMT) / Crisis Management Team (CMT)	Allocation of personnel during emergency response stage to recovery planning activities. Altered membership/composition following emergency response activities to coordinate recovery activities. Activation of BACs Recovery Team/s as required.

6.2 Contingency Planning

All airport stakeholders should prepare contingency plans to manage the impacts on their operations during a major Incident.

It is recommended plans include contingencies for loss of all or part of facilities, a building or infrastructure such as:

- passenger terminals
- freight facilities
- fuel facilities (JUHI)
- road access
- administration buildings and
- computer systems

6.3 Return to Operational Status

Table 18 Tasks undertaken prior to the return to full operations

Procedure	Definition	Control Agency	Activation	Support Agencies
ATSB / QPS Investigations	ATSB and QPS Investigations (as referred to in Section 6.4 below) will need to be completed prior to full return to operational status is possible. These investigations will vary in length (days, weeks, months) and subject to the incident location may impact decisions regarding re-opening operations. The incident site will only be released follow ATSB approval (requiring ATSB, State Coroner and CASA approval) and QPS approval.	ATSB QPS	ATSB QPS	QPS AFP BAC
QPS DVI	QPS DVI processes will need to be completed prior to any incident site infrastructure inspections and/or re-opening of operations. On average it takes approximately 1 hour for 6 staff to remove and process human remains.	QPS DVI	QPS DVI	QPS QHealth State Coroner
Airport Infrastructure Re-opening	Inspection of airport manoeuvring areas, aprons, aircraft navigation facilities and airport lighting to determine the damage, if any is resulting from the Emergency. Airside Operations Standard Operating Procedure Section 18 will be followed to declare affected infrastructure available for operations to re-commence. NOTE: BAC Inspection of Airside Infrastructure if within an incident site under control of AFP/QPS and/or ATSB, can be sought/facilitated by those agencies on request. PPE requirements specified by these agencies will need to be adhered to.	BAC EGM Aviation	BAC Airside Operations & Standards BAC Airport Facilities	ARFF ATC

Procedure	Definition	Control Agency	Activation	Support Agencies
Return to Restricted Aircraft Operations	A return to restricted aircraft operations is the commencement of limited aircraft operations using those parts of the airport manoeuvring areas that are not affected by the Emergency or the rescue operations. This activity is undertaken with extreme care so as not to endanger any Emergency personnel or hinder the Emergency rescue and initial recovery operation. Re-opening requires BAC to inspect and declare the areas open once given clearance on the restricted operational boundaries by ATSB and QPS. BAC and ATC will consult/coordinate with Airlines around flight requirements and any associated operational impacts as part of restricted aircraft operations.	ATSB QPS	BAC Airside Operations & Standards BAC Terminal Operations	ABF ARFF ATC Airlines / Ground Handlers DAFF / DCCEEW
Return to Unrestricted Aircraft Operations	Return to unrestricted aircraft operations is the re-commencement of normal aircraft operations. Once ATSB and QPS have declared restrictions removed, BAC will inspect and declare the infrastructure open. BAC and ATC will consult/coordinate with Airlines around flight requirements and any associated operational impacts as part of re-commencing normal aircraft operations.	ATSB QPS	BAC Airside Operations & Standards BAC Terminal Operations	ABF ARFF ATC Airlines / Ground Handlers DAFF / DCCEEW
Re-opening of Temporary Airspace Closure	Closure of airspace may be necessary to keep media helicopters or other non-rescue aircraft from impacting upon Emergency work. QPS have powers to close or restrict airspace. These will be used as required and involve communications between QPS and ATC. Restrictions to align the airspace and runway modes with airport infrastructure restrictions may be	ATSB QPS	ATC BAC Airside Operations & Standards BAC Terminal Operations	ABF ARFF ATC Airlines / Ground Handlers DAFF / DCCEEW

Procedure	Definition	Control Agency	Activation	Support Agencies
	imposed by ATC on advice from ATSB, QPS and BAC regarding the extent of infrastructure closures. These restrictions should remain aligned between airspace and ground infrastructure at all times and removed as part of the return to restricted and unrestricted operations.			
Road Network Re-opening	Closure and/or control of the BAC precinct road network may be necessary during an Incident or Emergency. QPS (in consultation with BAC and/or AFP) will establish control points on the road network as determined for the purpose of control/closure as part of initial response. Over the course of an Incident or Emergency, QPS in consultation with BAC and/or AFP will remove control points and start to open up the precinct road network in a controlled and coordinated way.	QPS AFP	BAC Landside Operations	BAC Security & Emergency Management (if required)
Security Control of Re-opening	Returning the airport to normal operations will require the gradual handing back of control of the airport and security to BAC and restitution of customs controlled and sterile areas.	AFP QPS	BAC Airside Operations BAC Security & Emergency Management BAC Terminal Operations	ABF

6.4 Incident Investigation

Following an Emergency on airport, there may be a requirement for a full investigation into the circumstances.

The authority for the restriction or closure of the airport resides with the BAC's CEO or delegate, in consultation with investigating authorities.

Table 19 Incident Investigation – Agency Roles and Responsibilities

Agency	Role	Responsibilities
Aircraft Owner / Handling Agent	Physical removal of a disabled aircraft after clearance from ATSB / RAAF and QPS.	Prepare a detailed contingency plan for aircraft removal including the provision for the acceptance/disposal of fuel and/or dangerous cargo.
Australian Transport Safety Bureau (ATSB)	Investigation of all aircraft accident/incidents, for the sole purpose of enhancing aviation safety.	- Preliminary investigation at the Incident Site. - Control of aircraft wreckage and provide approval for the removal of disabled aircraft.
BAC	Assist/support agencies and airport stakeholders during any investigation and aircraft owner/handling agent during removal of aircraft/wreckage.	- Provides security /access control to the Incident Site (in consultation/coordination with QPS/AFP). - Provide airside escorts and assistance to any agencies during investigation activities. - Provide airside escorts and assistance to the Airline Owner during the removal of the aircraft. - Identify and coordinate any precinct storage capabilities for: - Aircraft/wreckage to support ATSB investigation. - Baggage / Personal Effects storage for QPS and impacted Airline activities. - Deceased persons (in consultation with QPS DVI and associated QHealth plans).
RAAF	Investigation of all military aircraft accidents /incidents.	- Preliminary investigation at the accident/Incident Site. - Control / removal of aircraft wreckage or disabled military aircraft.
QPS / AFP	Lead agency for all accident / incident investigations at Brisbane Airport, which involve death, injury or criminal actions.	- Conduct investigation in conjunction with other agencies. - Secure and control the accident/Incident Site. - Coordinate other agency response/s.

6.5 Critical Incident Stress Support Program

All airport Emergency management stakeholders are responsible for the provision of appropriate human social support services for their personnel.

6.6 Post Trauma Management

For some time after the Emergency, affected persons (being family & friends, victims and/or members of the public) may wish to visit the airport. In consultation with BAC, the affected airline is responsible for:

- Identifying a suitable area and communicating the details to the affected persons.
- Supervising these areas to ensure that assistance can be made available if any of these people are distressed and to avoid any possible disruption to other airport operations.
- Provision of amenities.

Support for BAC staff will be provided by BAC's Human Resources Division.

7. Supporting Plans

Supporting plans are used when a subject is complex enough to warrant its own sub-plan or when only a portion of the AEP may be activated.

Supporting plans included are:

- Disabled Aircraft Removal (**Section 7.1**)
- Care of Family & Friends (**Section 7.2**)
- Care of the Uninjured (**Section 7.3**)
- Media Handling (**Section 7.4**)
- Aircraft Medical Emergency (**Section 7.5**)
- Deceased Person Removal (**Section 7.6**)
- Terminal Evacuation (**Section 7.7**)
- Repatriation (**Section 7.8**)
- Security Control (**Section 7.9**)

These specific support plans are detailed in tables following the format below.

Name of Plan	
Aim	What the plan is designed to achieve
Authority	Agency whose approval or consultation is required prior to activating
Activation	Agency responsible for activating the support plan
Accountable	Agency or Role ultimately responsible for maintaining and delivering the supporting plan

Emergencies or Events that may or automatically ACTIVATE this plan:

listed here

Roles and Responsibilities

Agency Name	Details of responsibilities
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7.1 Disabled Aircraft Removal

Disabled Aircraft Removal Plan

Aim	Provide a coordinated response to quickly and safely remove an immobilised or damaged aircraft and aircraft wreckage from movement areas.
Authority	Approval of the ATSB is required prior to the removal of any civilian aircraft and/or wreckage which has resulted from an accident.
Activation	ATC <u>or</u> Pilot in Command <u>or</u> BAC Head of Airside Operations or delegate
Accountable	BAC Head of Airside Operations or delegate

Situations that may ACTIVATE this plan:

Removal	Aircraft on a hardstand movement area (runway or taxiway) which is unable to move under its own power or through normal towing operations.
Recovery	Aircraft partially or completely off the hardstand movement area (runway or taxiway) which is unable to move under its own power or through normal towing operations.
Salvage	Aircraft that has received substantial damage as a result of an accident and is considered a loss of hull.

Roles and Responsibilities

Aircraft Operator / Owner	The operator/owner of the aircraft is responsible for the aircraft removal, including wreckage, disposal of fuel, hazardous materials, site remediation and associated clean-up activities. • Maintain detailed contingency plans for disabled aircraft removal. • Develop and action recovery plan immediately on notification of disabled aircraft. • Appoint a Disabled Aircraft Removal Coordinator, with the authority to act on behalf of the aircraft owner and with access to the necessary technical advice, insurance advice, equipment. • Ensure adequate facilities or contractual arrangements exist to conduct disabled aircraft removal. • Provide Brisbane Airport with a Disabled Recovery Plan detailing arrangements for: – disembarking passengers – offloading baggage – defueling aircraft – towing aircraft – de-bogging aircraft – removal of wreckage
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Roles and Responsibilities

	– environmental decontamination / site remediation – required external contractors and/or resources – assistance required from BAC • Obtain approval from ATSB and/or Police to remove aircraft
ATC	Approve recovery of aircraft where the aircraft affects the operational safety of the airport.
ATSB	Approve recovery of the aircraft where the aircraft does not affect the operational safety of the airport. Note: Only ATSB can authorise the removal of a civil aircraft when the accident has resulted in a fatality – 24-hour contact 1800 011 034.
BAC	• Liaise with impacted Airline/Ground Handler to support activities. • Determine the portion of runway or movement area affected by the disabled aircraft. • Request raising of NOTAM/s as required. • Direct the Aircraft Owner/Operator to remove the aircraft if removal is delayed or progressing at an unacceptable rate.

Recovery Equipment

International Airlines Technical Pool (IATP) Recovery Kit

Resources for aircraft recovery are available from the International Airlines Technical Pool (IATP) Recovery Kit. Qantas maintain one of these kits at Sydney Airport, which are available to non-members on a fee-paying basis.

Contact Numbers: Qantas Airways Ltd, Sydney (Specialised Aircraft Recovery Kit)

Qantas Airport Duty Managers

Qantas Maintenance Manager

Qantas Aircraft Customer Services Manager

Qantas Base Maintenance Manager (SYD)

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Local Sources of Recovery Equipment

The following providers are based locally in the Brisbane region.

Room Logistics	1300 362 666 or 07 3868 6888 184 Curtin Avenue, West Eagle Farm
Coates Hire	131 552 (During Business Hours) 340 Curtain Ave West: 07 3623 3600
Barnes Towing and Salvage	19 Suscatand Street, Rocklea: 07 3274 1111
RAAF Base Amberley	1300 333 362 or s47E(d)

7.2 Care of Family & Friends

Care of Family & Friends	Assistance to the friends and family of victims, who have come to Brisbane Airport following an Emergency. This activity relates to the Family & Friends Reception Centre (FFRC) process (Section 4.6). NOTE: A FFRC will be initially established on BAC Precinct, pending the impacted Airline activating any associated welfare plan, which may move this centre to an off-precinct location.
Control Agency	QPS
Activation	QPS <u>or</u> Airline <u>or</u> BAC Head of Terminal Operations or delegate
Declaration	Activation of the AEP
First Response	BAC Airline
Combat Agency	QPS
Support Agencies	BAC Airline Australian Red Cross or other welfare support agency as identified by the impacted Airline.
Supporting Plans	Care of the Uninjured (refer Section 7.3) BAC Incident and Emergency Communications Guide (refer Communications & Public Affairs) Airline/Ground Handler specific plans (i.e. ASERP etc.)
Staging Area	Noumea / Honiara Meeting Rooms, Level 3, International Terminal Building
Stand Down	'Care of Family & Friends' response will be stood down by QPS in consultation with BAC and Airline.

Care of Family & Friends Plan	
Aim	Provide a coordinated response to assist the friends and family of victims, who have come to Brisbane Airport following an Emergency.
Authority	Airline (Family Assistance Code) in consultation with BAC until handover to QPS
Activation	QPS <u>or</u> Airlines
Accountable	Impacted Airline

Emergencies that automatically ACTIVATE this plan:

- Aircraft Crash On Airport
- Aircraft Crash Off Airport – provided aircraft originated from or was destined for the airport
- Full Emergency
- Unlawful Seizure

Roles and Responsibilities

Airline / Handling Agent	• Provide details of passenger manifest to the Police Forward Commander at the FFRC. • Assist with interpreters. • Provide staff to man the FFRC. • Manage and coordinate any welfare and reunification processes in accordance with established plans (i.e. ASERP or equivalent). • Liaise with and assist the Police, welfare services and BAC regarding the reunion of uninjured passengers with their family & friends.
BAC	BAC is responsible for the identification, establishment and initial provision of welfare support within any of the reception centres, pending the deployment of agencies and airline resources to precinct. • Establish (facility set up) and provide support for the FFRC. • Provide advice to people waiting at the terminal on the location of the FFRC. • Liaise with and assist the Police to secure the FFRC. • Liaise with and assist the Police, welfare services and the airline to reunite the uninjured victims and their family & friends and help to escort these people from the terminal as privately as possible. • Assist Police, medical and welfare agencies to access the FFRC and set up their facilities. • Coordinate the operations of any volunteers. • Provide a Liaison Officer at the FFRC. • Activate BAC Emergency Response Team (ERT) and/or Ambassadors.
QPS	• Control and coordinate the operations of the FFRC. • Establish communications and liaison with the EOC, PRC, Police Communications Centre. • Establish and maintain security of the FFRC by ensuring only genuine friends and family are given entry to the centre. • Ensure the registering of names and contact details of people in the FFRC. • Liaise with BAC, welfare agencies and the airline to manage the FFRC and to reunite the uninjured passengers with their family & friends located at the FFRC. • Provide ongoing information to family and friends on developments in the rescue operation.
AFP	Support QPS as required

Roles and Responsibilities	
QAS	Provide health care as required
Australian Red Cross	Assist BAC, Airline and Police with the care and support of the family and friends of those involved in the Emergency.
QPS DVI	Liaison with friends and family as part of deceased identification/next of kin notification.

7.3 Care of the Uninjured

Care of Uninjured	Removal of the uninjured and/or slightly injured from the Incident Site to provide them with a secondary health assessment by QAS/ QLD Health with an appropriate level of care and comfort. This activity relates to the Passenger Reception Centre (PRC) / Crew Reception Centre (CRC) process (Section 4.4 and 4.5). NOTE: A PRC and/or CRC will be initially established on BAC Precinct, pending the impacted Airline activating any associated welfare plan, which may move this centre to an off-precinct location.
Control Agency	QPS
Activation	QPS <u>or</u> Airline <u>or</u> BAC Head of Terminal Operations or delegate
Declaration	Activation of the AEP
First Response	QAS
Combat Agency	QPS
Support Agencies	BAC Airline Australian Red Cross or other welfare support agency as identified by the impacted Airline.
Supporting Plans	Care of Family & Friends Plan (refer Section 7.2) BAC Incident and Emergency Communications Guide (refer Communications & Public Affairs) Airline/Ground Handler specific plans (i.e. ASERP etc.)
Staging Area	Noumea/Honiara Meeting Room, Level 3 Brisbane International Terminal Building (ITB). Refer to Table 6 and Appendix C for location options.
Stand Down	Care of Uninjured response will be stood down by QPS in consultation with BAC and Airline.

Care of the Uninjured Plan	
Aim	Provide a coordinated response by all welfare agencies to remove the uninjured and/or slightly injured from the Incident Site and to provide them with an appropriate level of care and comfort. This plan is linked to the PRC plan.

Care of the Uninjured Plan

Authority	QPS with assistance from Airline (Family Assistance Code) and BAC
Activation	QPS <u>or</u> Airlines
Accountable	Impacted Airline

Emergencies that automatically ACTIVATE this plan:

- Aircraft Crash on Airport
- Full Emergency
- Unlawful Seizure

Roles and Responsibilities

Airline / Handling Agent	• Provide details of persons on board (POB) the aircraft to the QPS at the PRC. • Arrange for accommodation, transport, funds and/or Emergency supplies (such as clothing, baby care items, toiletries) for the uninjured as required. • Assist with interpreters. • Manage and coordinate any welfare and reunification processes in accordance with established plans (i.e. ASERP or equivalent). • Provide executive support to the PRC.
BAC	BAC is responsible for the identification, establishment and initial provision of welfare support within any of the reception centres, pending the deployment of agencies and airline resources to precinct. • Provide on-site escorts for buses transporting the uninjured from the Incident Site to the PRC. • Provide buses to transport uninjured passengers and crew from the Incident Site. • Assist Police, medical and welfare agencies to access the PRC and CRC and set up their facilities. • Provide a Liaison Officer at the PRC. • Liaise with and assist the QPS to secure the PRC and to control people and traffic at the terminal/s. • Activate BAC Emergency Response Team (ERT) and/or Ambassadors.
QPS	• Control and coordinate the operations of the reception centres. • Establish communications and liaison between the EOC, reception centres and the FCP. • Establish and maintain security of the reception centres with assistance from AFP. • Ensure the registering of names and contact details of passengers in the PRC. • Liaise with BAC, welfare agencies and the airline to manage the reception centres and to reunite the passengers with their family & friends located at the FFRC.

Roles and Responsibilities	
	Provide ongoing information to family and friends on developments in the rescue operation.
AFP	Support QPS as required
QAS	Provide health care as required
Australian Red Cross	- Assist BAC, Airline and Police with the care and support of the family and friends of those involved in the Emergency. - Assist in the registration of the passengers in the PRC if required.
ATSB	May provide a resource into the FFRC for liaison purposes.

7.4 Media Handling

Media Handling	Arrangements for the control and coordination of the media operation on Brisbane Airport during an Emergency.
Control Agency	BAC / QPS
Activation	BAC's Communications & Public Affairs
Declaration	Activation of the AEP
First Response	AFP / QPS <u>or</u> BAC 's Communications & Public Affairs <u>or</u> Airline
Combat Agency	QPS
Support Agencies	BAC Communications & Public Affairs Airline
Media Centre	Primary Location – If requested on BAC precinct, the location will be as determined by the BAC's Communications & Public Affairs. Function – To provide a designated area for the media whereby accurate and timely information can be disseminated from the authorised media spokesperson and to provide basic amenities for the media. NOTE: The impacted Airline and/or QPS may identified an off-precinct location for a Media Centre.
Media Access	Access to the security cordon at the Incident Site of news media as authorised by the Police Forward Commander and will only be undertaken with a QPS media escort.
Supporting Plans	BAC Incident and Emergency Communications Guide (refer to Communications & Public Affairs)
Stand Down	Media response will be stood down by QPS in consultation with BAC and Airline media representatives.

Media Handling Plan	
Aim	Provide the media with accurate and timely information and to quell the potential for adverse publicity.
Authority	QPS as the Control Agency

Media Handling Plan

Activation	BAC's Communications & Public Affairs in consultation with QPS and Airline.
Accountable	BAC's Communications & Public Affairs.
Scope	This plan details the arrangements for the control and coordination of the media operation on Brisbane Airport during an Emergency. The plan also details the arrangements to disseminate official releases of information to the public during an Emergency at Brisbane Airport.

Emergencies that automatically ACTIVATE this plan:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Crash On Airport • Full Emergency • Unlawful Seizure | <ul style="list-style-type: none"> • Bomb Threat (genuine) • Hazardous Material • Natural Disaster |
|--|---|

Roles and Responsibilities

Airline / Handling Agent	Liaise with QPS Media
BAC	• Establish and secure a Media Centre/s (on precinct if requested) in consultation with QPS and impacted Airline. • Liaise with QPS Media and airline to provide information to the media.
QPS	• Control and coordinate the media handling operation. • Establish, secure and operate, in conjunction with the BAC and the Airline, a Media Centre/s.
AFP	Support QPS Media as required.
ATC	Withhold clearance of any aircraft until authorised by the QPS, excluding recognised rescue helicopter services.
Other Agencies	In liaison with the QPS, provide information to the media on matters related to their roles and responsibilities in the Emergency.

7.5 Aircraft Medical Emergencies

Aircraft Medical Emergency Plan

Aim	Provide professional Emergency medical treatment to anyone on an aircraft suffering life threatening injuries or illness.
Authority	QAS as Control Agency
Activation	BAC Head of Terminal Operations or delegate, in consultation with Airline
Accountable	Impacted Airline
Scope	This plan details the arrangements for the coordination of response to anyone on an aircraft suffering life threatening injuries or illness NOTE: A Pilot may notify ATC of a singular on-board medical emergency by declaring a Medical PAN and appending the words 'MEDICAL PRIORITY REQUIRED'. The Pilot should specify any emergency service attendance requirements such as QAS or ARFF. In these circumstances

the AEP is not activated unless requested by the Pilot. Airside Operations Standard Operating Procedures will apply. If the AEP is activated, then the Medical PAN should be treated as a Local Standby.

Emergencies that automatically ACTIVATE this plan:

- Medical Emergency on Aircraft (AEP only activated if requested by the Pilot in Command)

Roles and Responsibilities

Airline / Handling Agent	Pilot notification to ATC and Airline Ground Operations as a priority. Airline Ground Operations to notify the following agencies: • QAS (000) • ARFF • DAFF / DCCEEW (International Flights) • ABF (International Flights) • BAC Airport Duty Manager Facilitate access to aircraft for ARFF and QAS
ATC	Notify the following agencies: • QAS and ARFF • BAC Airside Operations
BAC Airport Duty Manager	Notify the following agencies: • BAC Airside Operations – arrange ambulance escort. • Airside Inspection Point (AIP) – advise QAS enroute. • AFP – advise of situation. Enter Incident into BAC's GRC System.
BAC Airside Operations	• Notify and/or liaise with BAC Airport Duty Manager • Deploy car to Airside Inspection Point (AIP) • Provide ambulance escort airside for QAS
QAS	Attend Airside Inspection Point (AIP) and wait for escort airside.
ARFF	• Deploy to aircraft • Provide first aid • Handover to QAS
DAFF / DCCEEW (International Flights)	Assess biosecurity threat
ABF (International Flights)	Follow organisational procedures
Airside Inspection Point	Coordinate QAS ambulance for escort by an Airside Operations vehicle.
AFP	Support response as necessary

7.6 Deceased Person Removal

Deceased Person Removal Plan*	
Aim	Provide arrangements for the removal of deceased person/s at Brisbane Airport.
Authority	QPS as Control Agency
Activation	BAC Head of Terminal Operations or delegate, in consultation with Airline
Accountable	QPS
Scope	This plan details the arrangements for the coordination of removal of deceased person/s from aircraft and terminal buildings at Brisbane Airport.

Emergencies that automatically ACTIVATE this plan:	
Death On Aircraft	*BAC does not provide for removal and/or temporary storage requirements for this plan.

Roles and Responsibilities	
Airline / Handling Agent	Notify the following agencies: • QAS/QPS (000) • ARFF • DAFF / DCCEEW (Int. Flights) • ABF (Int. Flights) • BAC Airport Duty Manager • Facilitate access to aircraft for ARFF, DAFF / DCCEEW, AFP, QPS and QAS
ATC	Notify ARFF
AFP	• Cordon and control Incident • Handover to QPS
ARFF	Assist with body removal
DAFF / DCCEEW (International Flights)	Assess biosecurity threat
ABF (International Flights)	Follow organisational procedures
BAC Airport Duty Manager	• Notify BAC Airside Operations – arrange safety car for scene • Select aircraft bay with least amount of exposure to other passengers • Contact QPS/Coroner to execute deceased person removal • Liaise with QAS • Enter Incident into BAC's GRC System
BAC Airside Operations	• Deploy safety car to scene • Provide Airside escorts as required
QPS	Take control of Incident from AFP

7.7 Terminal Evacuation

Terminal Evacuation Plan	
Aim	Provide coordinated response of given agencies to quickly and safely evacuate the Passenger Terminals during an Emergency.
Authority	BAC
Activation	BAC
Accountable	Airport Duty Manager
Scope	Arrangements for control and coordination of a terminal evacuation will follow either the BAC Terminal Emergency Procedures Manual or the BAC Aviation Sterile Area Breach Procedure. Which plan/procedure used is dependent on the Emergency. These documents detail the management arrangements, roles and responsibilities and processes to be followed to evacuate the terminal buildings.
Evacuation Plan and Associated Emergencies	
BAC Terminal Building Fire Evacuation Plan (Fire EMT)	• Fire • Armed Offender • Bomb Threat • Suspicious Item or Substance • Hazardous Material • Natural Disaster
BAC Aviation Sterile Area Breach Procedure	Sterile Area Breach

7.8 Repatriation – Support to Emergency Services

Repatriation – Support to Emergency Services Plan	
Aim	Provide coordination and facilitation for Australian and Queensland Government Agencies evacuating people from domestic and international locations through Brisbane Airport while limiting impacts to normal operations.
Authority	QPS
Activation	BAC Head of Terminal Operations or delegate, at the request of QPS
Accountable	BAC Head of Terminal Operations or delegate
Scope	This plan details the arrangements for providing access and facilities to state and government agencies repatriating evacuees through Brisbane Airport.

Events that automatically ACTIVATE this plan:
Repatriation

Roles and Responsibilities	
QPS	- Control Agency - Coordinate all responding agencies - Establish and manage reception point
ABF / DAFF	Customs, immigration, quarantine (CIQ) processing & biosecurity screening
QHealth / QAS	Health screening, medical treatment, public health advice / information
AFP / QPS	Security screening & law enforcement
QPS / Australian Red Cross	Personal registration & enquiries
Dept Families, Seniors, Disability Services & Child Safety	Care arrangements for unaccompanied minors
DFAT	Consular advice
DFSDSCS / ARC	Welfare services
Services Australia / DFSDSCS	Financial assistance
Dept of Housing & Public Works	Temporary accommodation
Dept Local Govt, Waters & Volunteers	Refreshments, meals
Dept of Home Affairs / DFAT	Interpreter & translation services

Roles and Responsibilities

BAC Terminal Operations	• Provide Liaison Officer to reception point • Provide site access for responding agencies including staging area, reception point and parking • Coordinate BAC resources as required
BAC Airport Duty Manager	• Through the BAC OCSEER – identify appropriate disembarkation point (e.g. aerobridge, Bay 87, logistics apron) dependant on aircraft type/s and number, number of persons including sick and injured. • Provide designated area within terminal for reception point. • Deploy tables and chairs from PRC store as required.
BAC Airside Operations	• Deploy safety car to scene • Provide Airside escorts as required
ADF (If military aircraft used)	• Provide advice on anticipated arrival and departure timings and numbers if being evacuated • Provide a Liaison Officer to the reception point • Provide an accurate and complete manifest for persons on board
Airline / Handling Agent (If civilian aircraft used)	• Provide advice on anticipated arrival and departure timings and numbers if being evacuated • Provide a Liaison Officer to the reception point • Provide an accurate and complete manifest for persons on board

7.9 Security Control

Security Control Plan

Aim	Provide arrangements for handing back control of the airport and security to BAC and restitution of sterile and customs-controlled areas.
Authority	QPS in consultation with AFP, ABF and ATSB
Activation	BAC Head of Security & Emergency Management or delegate
Accountable	BAC Head of Security & Emergency Management or delegate

Events that will ACTIVATE this plan:

Request from QPS

Tasks to be undertaken

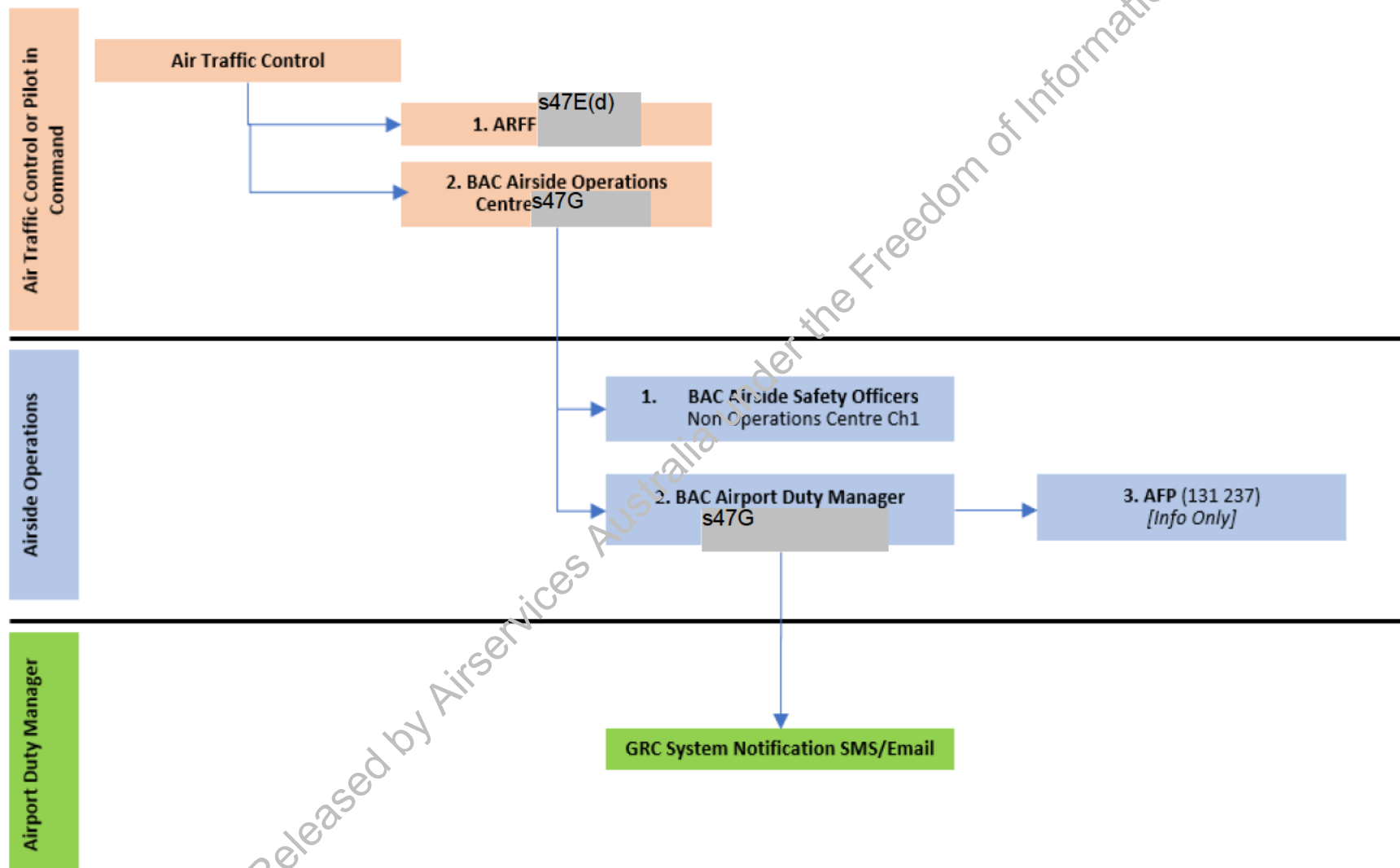
- Audit of security on the area/s where operations will resume
- Isolation of area/s still affected by rescue and recovery operations
- Resumption of perimeter access control by BAC
- Resumption of terminal access controls
- Setting up systems to provide access to Emergency sites by essential personnel, including those not already holding Aviation Security Identification Card (ASIC)

Appendix A Emergency Notification Workflows

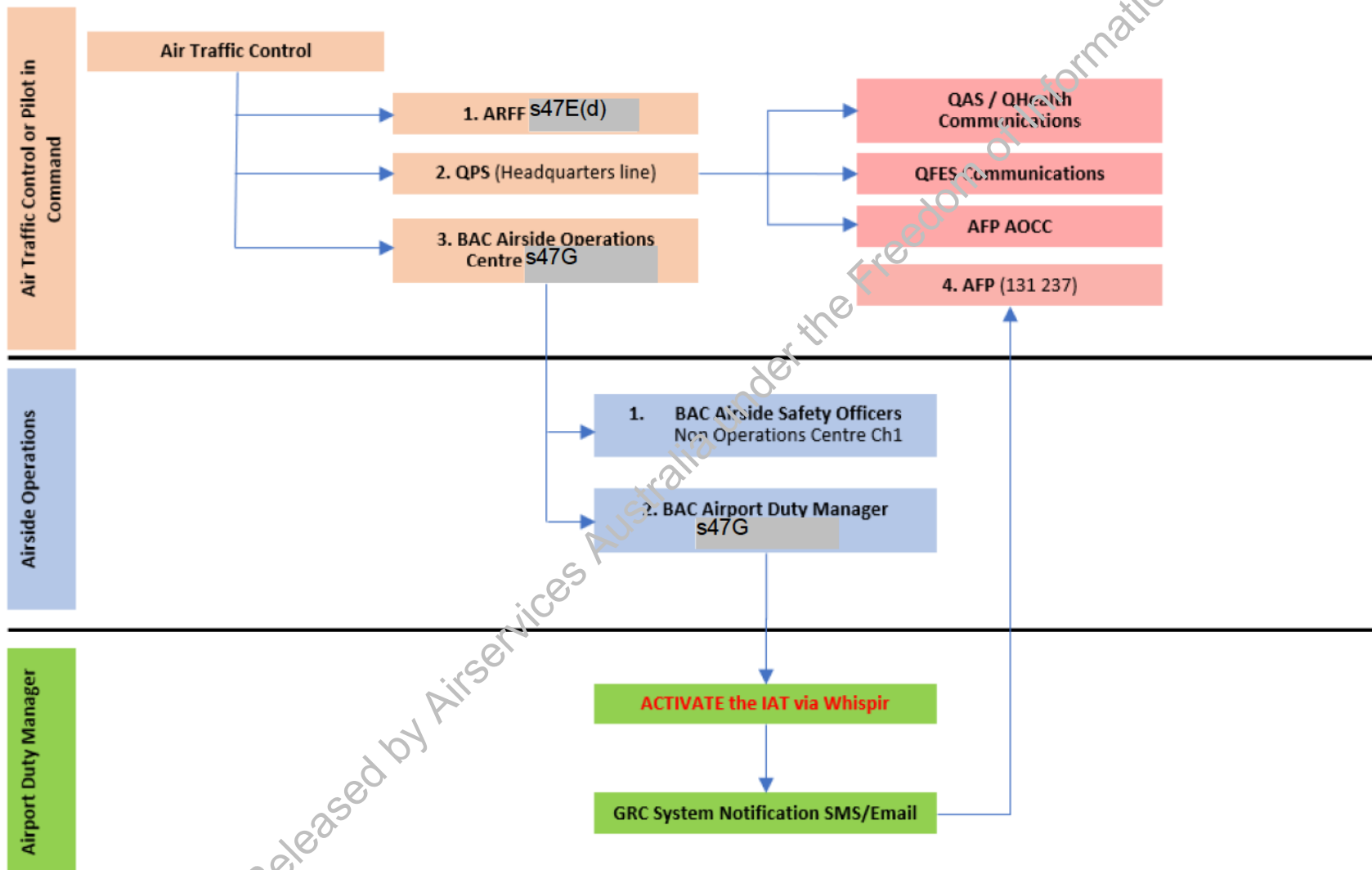


Notification Process

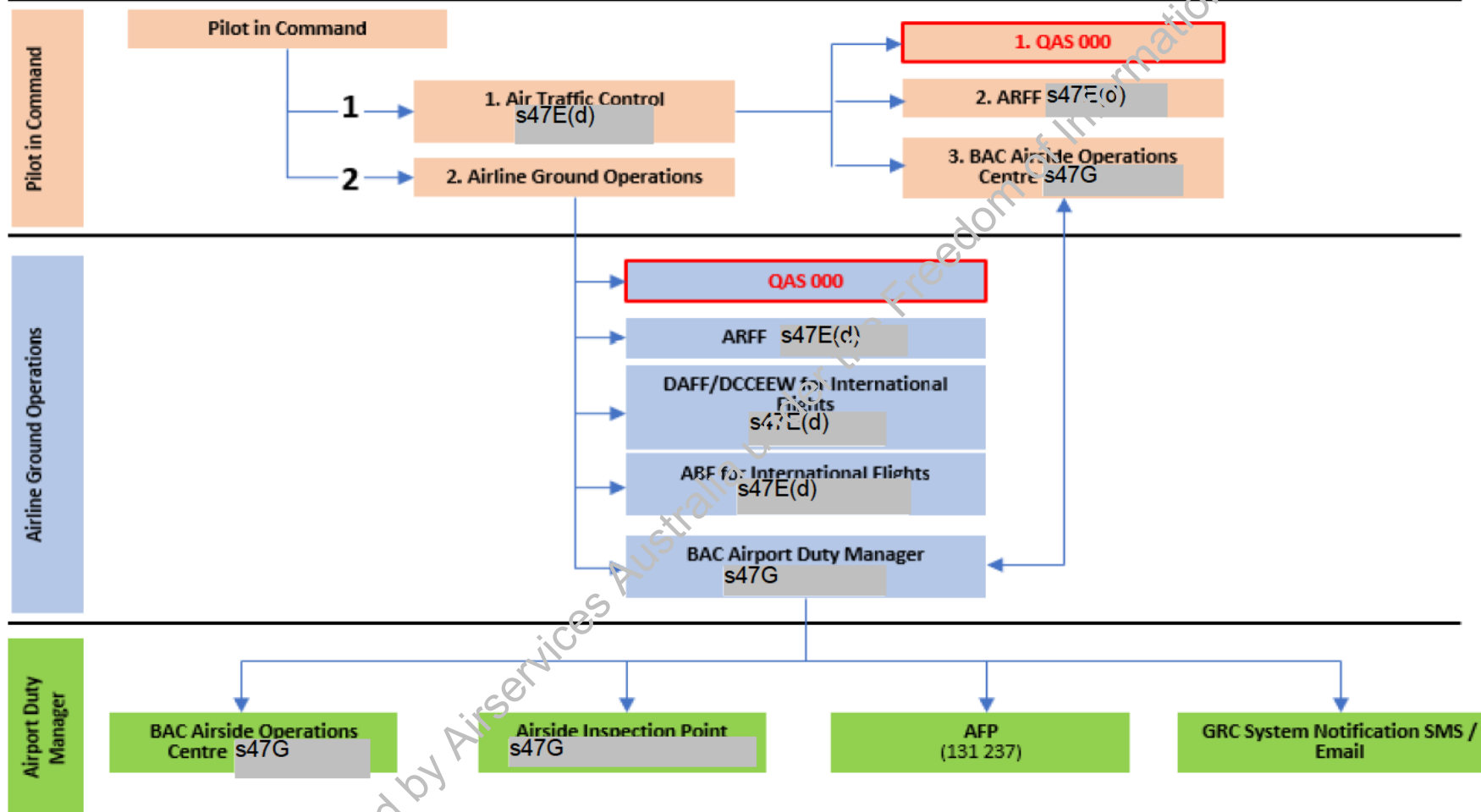
Local Standby



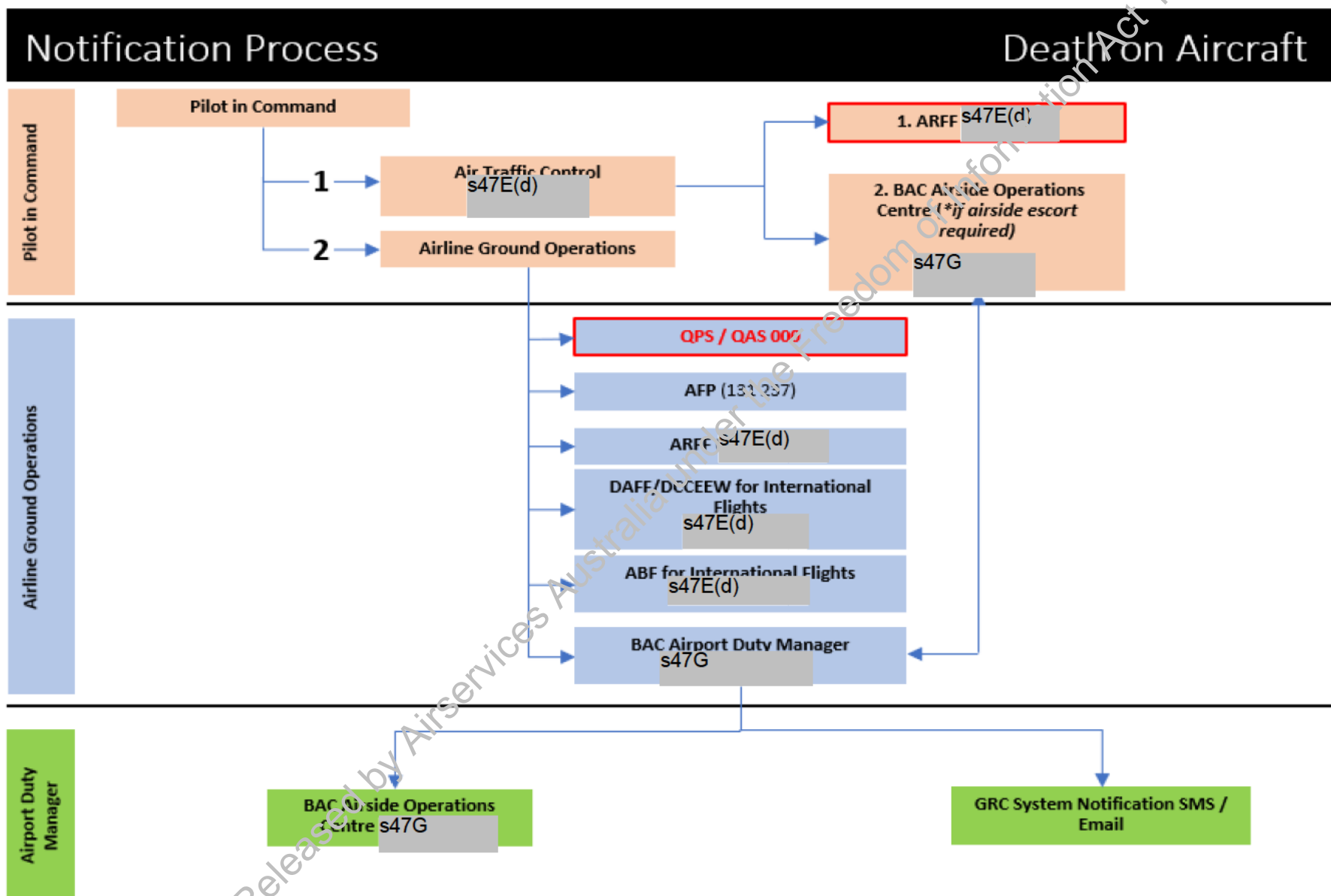
Notification Process Full Emergency



Notification Process Medical Emergency on Aircraft

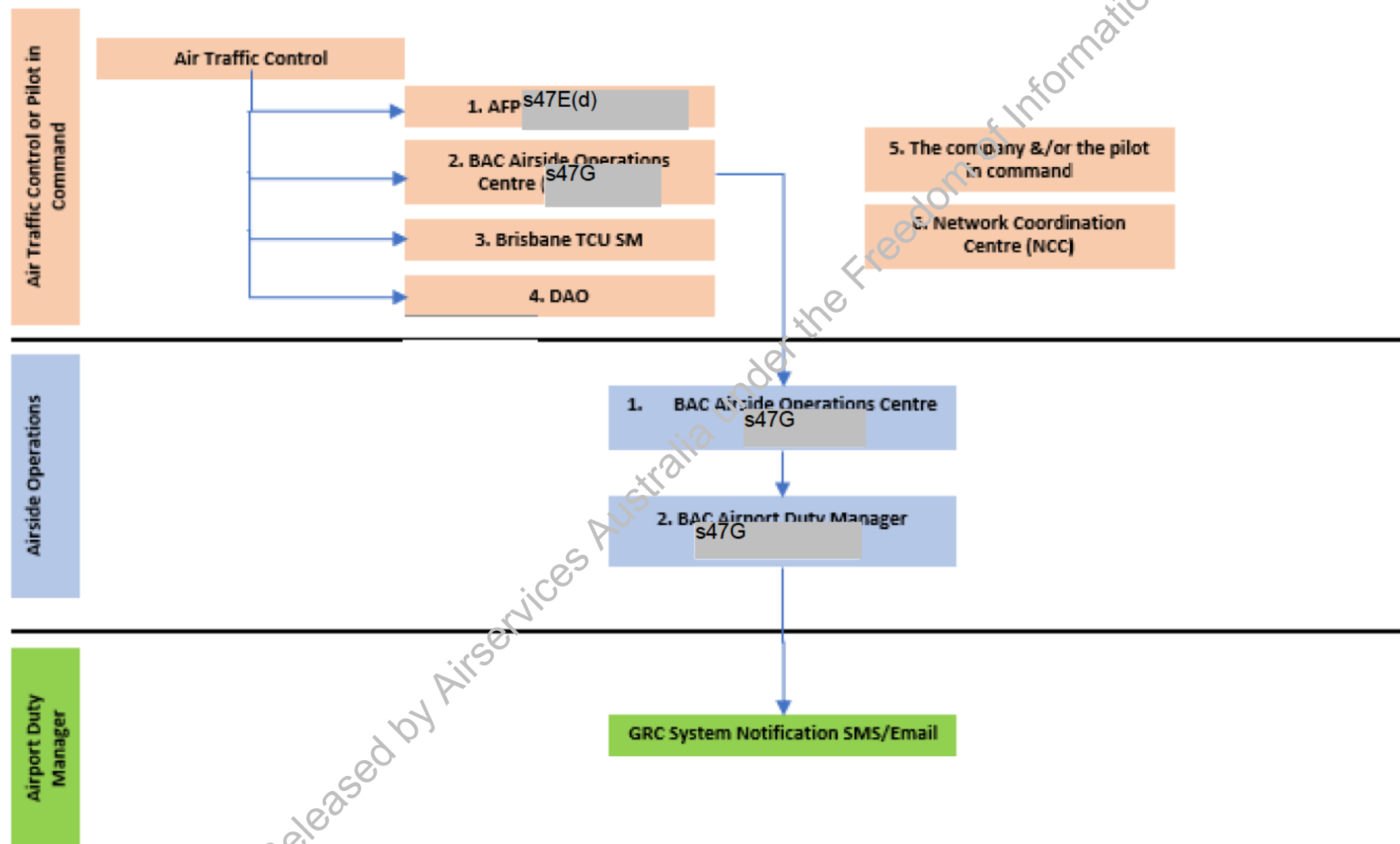


NOTE: A Medical Emergency on Aircraft (Medical PAN) does not activate the AEP unless requested by the Pilot. If the AEP is activated, response is to be treated as a Local Standby.



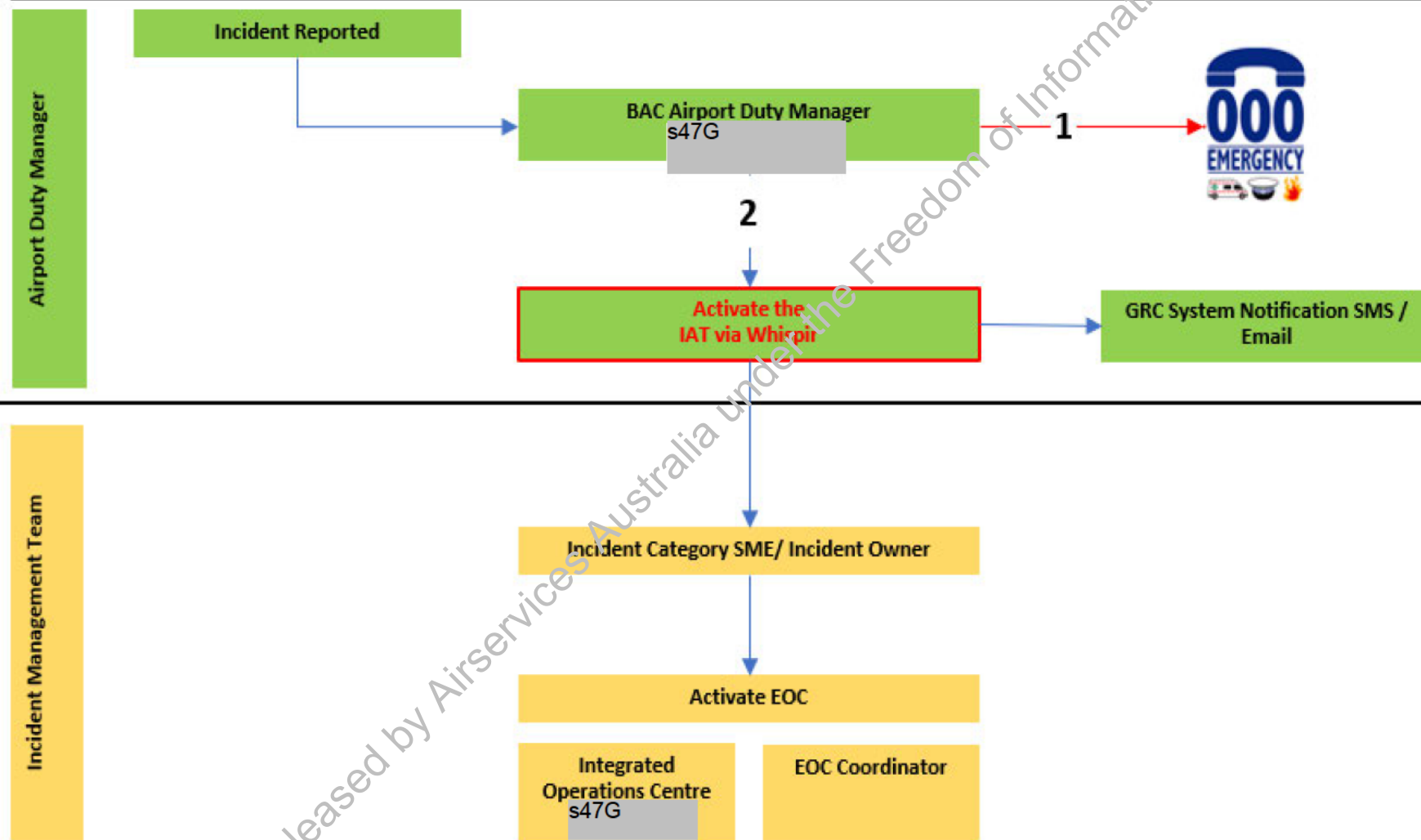
Notification Process

Unlawful Interference



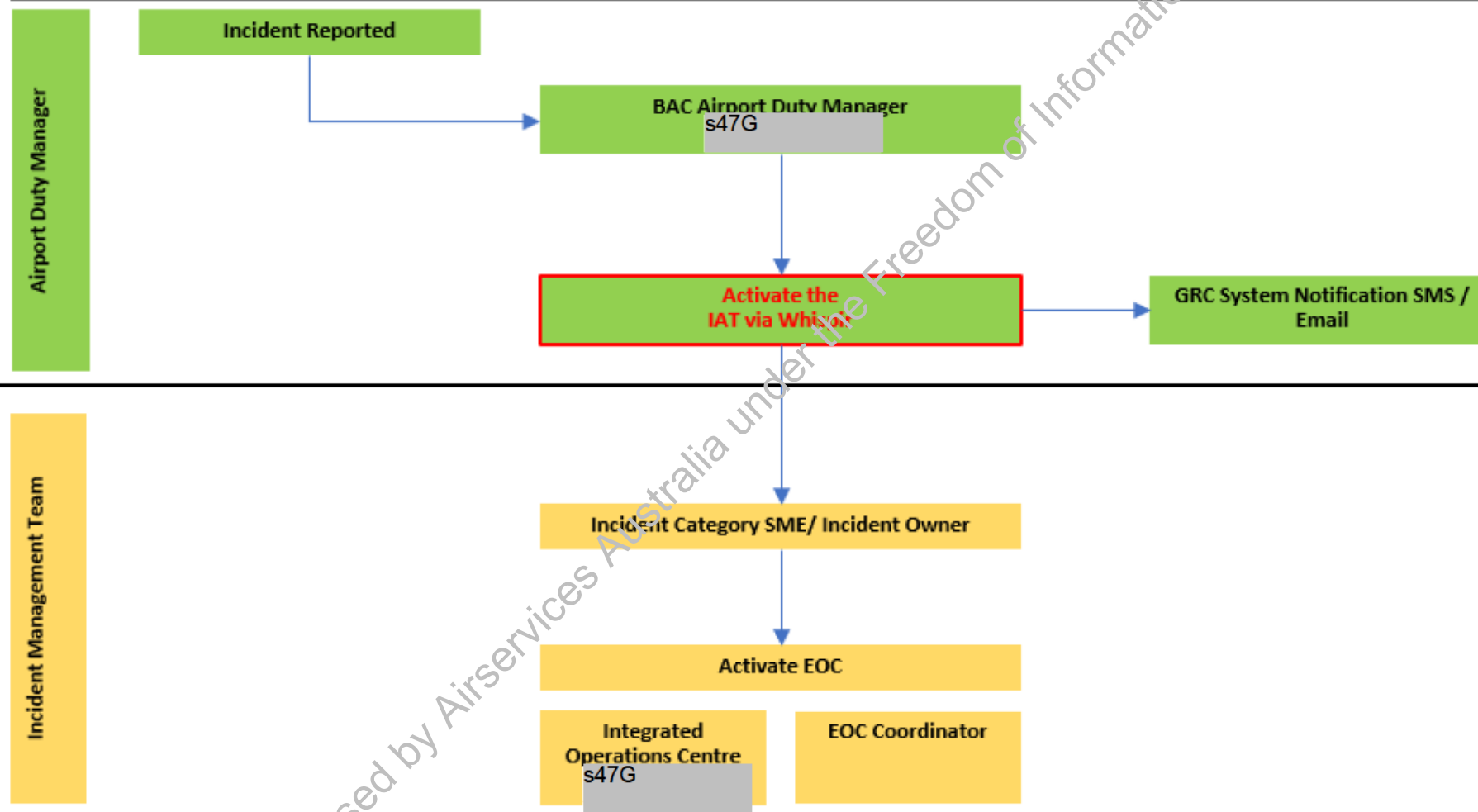
Notification Process

Other Emergency



Notification Process

Airport Operations Critical Incident



Appendix B Emergency Maps

Aerodrome Emergency Grid Maps
and Isolated Aircraft Parking Positions



Appendix C Emergency Response Facilities – Locations and Decision Table



- Incident type
- Aircraft type/# passengers
- Domestic/International flights
- Injuries/fatalities
- Location on precinct
- Day/time and associated terminal capacity/flight schedule
- Amenities required
- Access requirements

Decision available at

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Appendix D Location Processes



D-1 Passenger Reception Centre (PRC) Process (Primary Location)

1. Staging Area

- Responders without access to the sterile area and the impacted airline/ground handler will assemble at the Staging Area.
- BAC is responsible for the staffing of the Staging Area.

2. Arrival of Passengers

- Passengers will be transported by bus from the Incident Site.
- Passengers **may** be required to undergo screening,
- Passengers will be moved to the chosen location of the reception centre pending further processing.

3. Registration of Passengers

- Australian Red Cross will use Register.Find.Reunite. to collect passenger personal details on behalf of Police.
- After registration has been completed, a Passenger Identification Wrist Band (yellow in colour) is to be affixed to the person's wrist.
- A lanyard with an attached plastic sleeve will be given to passengers to wear around their neck.
- All relevant documentation will be placed in the plastic sleeve and held by the passenger at all times.
- After the registration of personal details, passengers will move to an Airline Desk to resolve immediate welfare issues such as onward travel, accommodation and missing luggage.
- ***To avoid double handling of passengers, QPS, through Australian Red Cross, will share collected personal details of passengers with airline representatives in the PRC.***

4. Post Registration – Passenger Staging Area

- QPS will conduct detailed and individual interviews with the passengers to gather statements and evidence relating to the Incident.
- ATSB may conduct interview / investigation processes.
- Some passengers may have to be taken to other locations for formal interviews.
- Once approved for release by QPS, the airline makes the necessary arrangement for the movement of the passengers.
- Prior to the passenger being released, **formal written approval must be provided by QPS.**
- Australian Red Cross and BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors will be in attendance to provide personal support where needed.
- The Salvation Army (activated by BAC S&EM team if required)
- QPS will provide regular briefings about the process.

5. Reunification

- After registration, passengers will move to a Reunification Holding Area (location allocated by BAC Head of Terminal Operations or delegate) where arrangements will be made for reunification with family /friends or escorted to alternative transport.
- Passenger time in this area should be kept to a minimum.
- If the passengers have family waiting for them at the Family & Friends Reception Centre (FFRC), arrangements are made for the reunion to take place.

- Once approved for release by QPS the passenger is escorted by an airline or BAC representative to transport to the reunion area.

QPS

- ☐ Provide an initial briefing to the staff of all attending agencies.
- ☐ Control and coordination of the registration process.
- ☐ Obtain three copies of the Manifest from the airline representative.
- ☐ Inform passengers of the process of registration, interview and reunification.
- ☐ Keep passengers informed of changes, as required.
- ☐ Be prepared to deploy officers to assist in the CRC.
- ☐ Liaise with the BAC IMT/or delegate for specialist information and access to facilities.
- ☐ Provide security to the PRC.
- ☐ Final decision for passengers to leave.

ABF

- ☐ Set up and establish the PRC on notification, with assistance from BAC.
- ☐ Assist QPS as required.
- ☐ Complete the 'Registration Form' on behalf of QPS.
 - ☐ Distribute copies as required.
 - ☐ All copies should be placed in a plastic sleeve attached to the lanyard for passengers to wear around their necks.
- ☐ Complete and attach a yellow Passenger Wrist Band to the passenger.
- ☐ Direct passengers to a holding area for escort/QPS interview.

ATSB

- ☐ may conduct interview / investigation processes.

BAC

- ☐ IMT/ to designate a BAC Liaison Officer to assist QPS/airline(s) involved and other agencies, as required. BAC Liaison Officer to provide local advice to attending Emergency services/ agencies.
- ☐ Activate the PRC, with water and amenities available.
- ☐ Assist ABF in the preparation of the PRC.
- ☐ Assist in access control and facilitation to the PRC.
- ☐ If requested, provide a copy of the 'Registration Form/s' to the Crew Reception Centre (CRC) for processing by Australian Red Cross on behalf of QPS.
- ☐ Provide access into PRC (airside doors can remain open once security is in position).
- ☐ When the PRC is operational, advise and establish communication with the BAC EOC and the FFRC.

Airline

- ☐ Provide a Liaison Officer to report to the reception centre Staging Area.
- ☐ Establish and operate the airline desk/s in the PRC.
- ☐ Assist ABF Officers and Australian Red Cross with completing registration documentation.

- ☐ Assist with arranging water and amenities for passengers.
- ☐ Keep QPS Officer in Charge of the PRC informed of progress on regular basis.
- ☐ If requested provide a copy of the 'Registration Form/s' to the FFRC room for processing by Australian Red Cross.
- ☐ Assist with passenger movement to 'Reunion Areas'.

Australian Red Cross

- ☐ Set up a processing point in the PRC.
- ☐ Provide personal support to passengers as required.
- ☐ Assist QPS, ABF and Airline/s with processing as necessary.
- ☐ Be prepared to provide assistance to the CRC.

BAC Security Contractor

- ☐ Assist Police in all crowd control matters.
- ☐ Ensure separation of other passengers in the terminal and the PRC by erecting partitions or tensor barriers across the concourse.
- ☐ If directed by Police, ensure crew are screened prior to entry into the CRC and that this is done separately from the passengers.

The Salvation Army

- ☐ Provide services including, but not limited to emergency meals & food supplies, emotional support as needed
- ☐ deploy personnel & resources to emergency situations, including crisis support & special assistance
- ☐ work in co-operation with BAC & agencies / operators

D-2 Crew Reception Centre (CRC) Process

1. Meet at Staging Area

- Responders without access to the sterile area and the impacted airline/ground handler will assemble at the Staging Area.
- BAC is responsible for the staffing of the Staging Area.
- The Staging Area is only for agencies who are not familiar with, or do not have access to, restricted areas of the terminal.

Note: ABF are not required to assemble at the Staging Area.

2. Arrival of Crew

- Crew will be transported by a Carbridge bus from the Incident Site separate from passengers.
- Crew *may* be required to undergo screening.

3. Registration of Crew

- Australian Red Cross will use Register.Find.Reunite. to collect passenger personal details on behalf of Police.
- After registration has been completed, a Crew Identification Wrist Band (yellow in colour) is to be affixed to the person's wrist.
- A lanyard with an attached plastic sleeve will be given to crew to wear around their neck.
- All relevant documentation will be placed in the plastic sleeve and held by the crew at all times.

To avoid double handling of crew, QPS, through Australian Red Cross, will share collected personal details of crew with airline representatives in the CRC.

4. Post Registration

- QPS will conduct detailed and individual interviews with the crew to gather statements and evidence relating to the Incident.
- ATSB may conduct interview / investigation processes.
- Once approved for release by QPS, the airline makes the necessary arrangement for the movement of the crew.
- Prior to the crew being released, formal written approval must be provided by QPS.
- Australian Red Cross and BAC Support Staff e.g., Emergency Response Team (ERT) and Ambassadors will be in attendance to provide personal support where needed.
- The Salvation Army (activated by BAC S&EM team if required)
- QPS will provide regular briefings about the process.

5. Reunification

- After registration, crew will move to the Reunification Holding Area (location allocated by BAC Head of Terminal Operations or delegate) where arrangements will be made for reunification with family /friends or escorted to alternative transport.
- Crew time in this area should be kept to a minimum.
- If the crew have family & friends waiting for them at the FFRC, arrangements are made for the reunion to take place.
- Once approved for release by QPS the crew is escorted by an airline representative to transport or the reunion area.

QPS

- ☐ Provide an initial briefing to the staff of all attending agencies.
- ☐ Control and coordination of the registration process.
- ☐ Obtain three copies of the Manifest from the airline representative.
- ☐ Inform crew of the process of registration, interview and reunification.
- ☐ Keep crew informed of changes, as required.
- ☐ Liaise with BAC IMT/ or delegate for specialist information and access to facilities.
- ☐ Provide security to the CRC.
- ☐ Final decision for crew to leave.

ATSB

- ☐ may conduct interview / investigation processes.

BAC

- ☐ IMT/ to designate a BAC Liaison Officer to assist QPS/airline(s) involved and other agencies, as required. BAC Liaison Officer to provide local advice to attending Emergency services/ agencies.
- ☐ Assist Airline in the preparation of the CRC, with water and amenities available.
- ☐ Assist in access control and facilitation to the CRC.
- ☐ If requested, provide a copy of the 'Registration Form/s' to the CRC for processing by Australian Red Cross on behalf of QPS.
- ☐ Provide access into CRC (airside doors can remain open once security is in position).
- ☐ When the CRC is operational, advise and establish communication with the BAC EOC and FFRC.

Airline

- ☐ Provide a Liaison Officer to report to the CRC Staging Area.
- ☐ Send a representative to the CRC.
- ☐ Assist Australian Red Cross complete registration documentation.
- ☐ Assist with arranging water and amenities for crew.
- ☐ Keep QPS Officer in Charge of the CRC informed of progress on regular basis.
- ☐ If requested provide a copy of the 'Registration Form/s' to the FFRC room for processing by Australian Red Cross.
- ☐ Assist with crew movement to 'Reunion Areas'.

Australian Red Cross

- ☐ Set up a processing point in the CRC.
- ☐ Provide personal support to crew as required.
- ☐ Assist QPS and Airline/s with processing as necessary.

BAC Security Contractor

- ☐ Assist Police in all crowd control matters.
- ☐ If directed by Police, ensure crew are screened prior to entry into the CRC and that this is done separately from the passengers.

The Salvation Army

- ☐ Provide services including, but not limited to emergency meals & food supplies, emotional support as needed
- ☐ deploy personnel & resources to emergency situations, including crisis support & special assistance
- ☐ work in co-operation with BAC & agencies / operators

D-3 Family & Friends Reception Centre (FFRC) Process

1. Meet at Staging Area

- Responding and welfare agencies, airline and BAC will meet at the Port Vila Room located on Level 1 of the Brisbane International Terminal Building.

2. Arrival of Family & Friends

- The address system will be used to direct arriving friends and family to the relevant reception area at the southern end of the ITB.
- QPS will check and confirm identification of arriving friends and family against the passenger manifest before entry to the reception centre.

3. Registration of Family & Friends

- Australian Red Cross will use Register.Find.Reunite. to collect personal details on behalf of QPS.
- After registration has been completed, a Family & Friends Identification Wrist Band will be affixed to the person's wrist.
- Family & Friends will remain in the FFRC until reunification.

To avoid double handling of crew, QPS, through Australian Red Cross, will share collected personal details of family & friends with airline representatives in the FFRC.

4. Post Registration

- QPS will provide regular briefings about the process.
- ATSB may send a resource to location for liaison purposes
- Family and friends could face the following situations.
 - Passenger has survived the Incident and is in the PRC being processed and will be available for reunion.
 - Passenger was injured and taken to hospital.
 - Passenger was injured but unconscious and taken to hospital.
 - Passenger has not survived the Incident.
 - The passenger may have missed the flight.
 - The passenger was travelling under a different name.
- The Salvation Army (activated by BAC S&EM team if required)

5. Reunification

- Passengers will move to Reunification Holding Area (location allocated by BAC Head of Terminal Operations or delegate) where arrangements will be made for reunification with family /friends or escorted to alternative transport.
- Once approved for release by QPS the passenger is escorted by an airline representative to the reunion area if there are family and friends waiting for them.

QPS

- ☐ Provide an initial briefing to the staff of all attending agencies.
- ☐ Control and co-ordination of the registration process.
- ☐ Inform family & friends of the process of registration, interview and reunification.
- ☐ Keep family & friends informed of changes, as required.
- ☐ Liaise with the BAC IMT/ for specialist information and access to facilities.
- ☐ Provide security to the FFRC.
- ☐ Once the condition and location of passenger is determined (uninjured, injured, deceased) advise waiting family and friends.

ATSB

- ☐ May provide resource for liaison purposes

BAC

- ☐ IMT/ to designate a BAC Liaison Officer to assist Police/airline(s) involved and other agencies, as required. BAC Liaison Officer to provide local advice to attending Emergency services/agencies.
- ☐ Set up the Staging Area.
- ☐ Set up the FFRC, with water and amenities available.
- ☐ Arrange public address announcements to direct arriving family and friends to FFRC.
- ☐ Open the first aid room.
- ☐ Assist in access control and facilitation to the FFRC.
- ☐ When the FFRC is operational, advise and establish communication with the BAC EOC and PRC.

Airline

- ☐ Provide a Liaison Officer to report to the Staging Area.
- ☐ Send a representative to the FFRC.
- ☐ Assist BAC setting up the FFRC.
- ☐ Assist Australian Red Cross complete registration documentation.
- ☐ Keep QPS Officer in Charge of the FFRC informed of progress on regular basis.
- ☐ If requested provide a copy of the 'Registration Form/s' to the FFRC room for processing by Australian Red Cross.
- ☐ Arrange all transport required to reunite family and friends with passengers.

Australian Red Cross

- ☐ Set up a processing point in the FFRC.
- ☐ Provide personal support as required.
- ☐ Assist QPS and Airline/s with processing as necessary.

BAC Security Contractor

- ☐ Follow direction from the BAC Security & Emergency Management representative or the BAC Airport Duty Manager.
- ☐ Assist BAC setting up FFRC.
- ☐ Assist Police in all crowd control matters

The Salvation Army

- ☐ Provide services including, but not limited to emergency meals & food supplies, emotional support as needed
- ☐ deploy personnel & resources to emergency situations, including crisis support & special assistance
- ☐ work in co-operation with BAC & agencies / operators

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Appendix E Glossary



Term/Abbreviation	Definition
Aerodrome	An area of land or water (including any buildings, installations and equipment), the use of which as an aerodrome is authorised under the regulations, being such an area intended for use wholly or partly for the arrival, departure or movement of aircraft (<i>Civil Aviation Act 1988</i>).
AFP Operations Coordination Centre (AOCC)	Based in Canberra the AOCC provides 24/7 dispatch services for AFP personnel in the aviation sector.
Aircraft	Any machine that can derive support in the atmosphere from the reactions of the air, other than the reactions of the air against the earth's surface.
Airport (Airport Boundary)	An area of land or water (including any buildings, installations or equipment situated in that area) intended for the use either wholly or partly in connection with the arrival, departure or movement of aircraft. It also includes any area that is controlled by the airport operator that is contiguous with such an area of land or water (<i>s. 28(1) Aviation Transport Security Act 2004</i>).
Airside (Airside Boundary)	An airside area established under Section 29(1) of the <i>Aviation Transport Security Act 2004</i> and includes any airside security zone, and any airside event zone, established within the airside area.
Accident	An occurrence associated with the operation of an aircraft in which any person suffers death or serious injury as a result of being in, or in direct contact with the aircraft; or the aircraft sustains damage or structural failure that adversely affects the structural strength, performance or flight characteristics of the aircraft, and would normally require major repair or replacement of the affected component, or the aircraft is missing or inaccessible.
Adjacent to the Airport	Airport Emergency Services are required to respond to an Emergency, which is within 1km of the Airport Boundary.
Apron	That part of an airport to be used for enabling passengers to board or disembark from an aircraft, loading of freight on to, or unloading freight from an aircraft, refuelling, parking or carrying out maintenance on aircraft.
Air Traffic Control (ATC)	Air traffic control services provided by Air Services Australia.
Airport Operator	Any owner, licensee, authority or corporation, or any other body, which has legal responsibility for a particular aerodrome. (e.g. BAC).
Airside Operations Centre (AOC)	The BAC Airside Operations Centre has the primary responsibility for ensuring compliance and safety standards within the boundaries of Brisbane International and Domestic airport.
Airside Safety Officer (ASO) – Airside Operations	A position within the airport charged with the responsibility of establishing the Forward Command Post. Formerly referred to as the Airport Operations Officer (AOO).
Active Surveillance Officer (ASO) - ISS	The ASO is to provide continuous monitoring of the BAC precinct.

Term/Abbreviation	Definition
Assembly Areas	A pre-designated area on or off airport where general airport staff and Emergency services can be assembled prior to being escorted to the airport during a major Incident or Emergency.
Aviation Incident	Per the Australian Transport Safety Bureau (ATSB) terminology, an Aviation Incident is an occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety (and/or security) of operation and meets the definition of a 'Transport Safety Matter' as prescribed in Section 23 of the Transport Safety Investigation Act 2003.
Aviation Industry Participant	As defined within the Aviation Transport Security Act, Aviation Industry Participant means an airport operator, an aircraft operator, or a known consignor, or a regulated agent, or a person who occupies or controls an area of an airport (whether under a lease, sublease or other arrangement).
BAC Precinct	The land area between the airside boundary (that takes in the designated Aerodrome) and airport boundary.
Recovery Team	The Recovery Coordinator leads the Recovery Team to develop and implement strategic recovery activities with BAC Groups, partners and relevant stakeholders. The Recovery Coordinator establishes clear governance and reporting arrangements to support BAC recovery.
Casualty Processing Area	The area where medical staff assembles to provide triage treatment and arrange transportation to hospital for those persons injured in an Emergency.
Combat Agency	The agency primarily responsible for responding to a specified or potential Emergency.
Command and Control	The exercise of authority and direction by a properly designated commander over assigned and attached forces in the accomplishment of the mission. Command and control functions are performed through the personnel, equipment, communications, facilities, and procedures employed by a commander to plan, direct, coordinate, and control forces and operations.
Communications	The process for the transfer of information between Emergency management stakeholders according to agreed protocols.
Control Agency	Agency responsible for overall control and direction of response activities, agencies and individuals including First Response, Combat Agency and Support Agencies.
Coordination	The bringing together of agencies and individuals to ensure effective Emergency or rescue management but does not include the control of agencies and individuals by direction.
Crash on Airport	An aircraft crash within the boundary of the airport, or adjacent to the airport boundary.

Term/Abbreviation	Definition
Crew Reception Centre (CRC)	This is the reception area located on airport for those surviving airline crew not taken to hospital, where registration is commenced prior to any welfare or reunification with family.
Crisis	A material adverse, critical event (or series of Incidents or Emergencies) which, if not managed appropriately, may materially impact on BAC's 4 Bosses, its strategy, third parties, essential operations, environment, corporate brand or reputation. A Crisis may occur as a result of an Incident or Emergency or may arise in their absence.
Crisis Management	The strategic management of the medium and long-term consequences of a Crisis, in order to stabilise the situation and return to normal operations as quickly as possible
Crisis Management Centre (CMC)	The physical location used by the CMT to manage all crisis related briefings and planning. The default location is the Brisbane and Amsterdam meeting rooms, unless unavailable.
Crisis Management Team (CMT)	Team typically comprised of senior management personnel that provide strategic overview and direction and decisions in a Crisis. This team will have authority and resources to expedite BAC's crisis response. Team structure is determined by the nature of the Crisis and team members are required to consult their Role Checklists.
Director of Flying Safety	An appointment within the Royal Australian Air Force charged with the responsibility of investigating all military aircraft accidents.
Disaster	As defined in the QLD Disaster Management Act 2003 – Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.
Disaster Management	As defined in the QLD Disaster Management Act 2003 – Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.
Disaster Operations	As defined in the QLD Disaster Management Act 2003 – "Disaster operations" means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event.
Emergency	An event, actual or imminent, that has, or will have, a significant impact on the safety and wellbeing of persons, property and the environment, and / or the business performance of operational activities.
Emergency Management	The coordinated, immediate and ongoing response to an Emergency to preserve life, protect property and environment, and prevent escalation to a Crisis.
Emergency Management Team (EMT)	The team situated in the EOC including Police, Emergency Services, BAC and Airlines to manage and coordinate response to an event and to support the Forward Command Post.

Term/Abbreviation	Definition
Emergency Operations Centre (EOC)	A location designated and occupied by agencies including Police, Emergency Services, BAC and Airlines to manage and coordinate response to an event and to support the Forward Command Post (FCP).
EOC Manager	AFP delegate responsible for SITREP / Log of Events / Coordination of regular formal update sessions / completion & dissemination of regular SITREP
Emergency Response Team (ERT)	Team activated to help with setting up & assisting emergency services & airlines in Emergency Response Facilities in a crisis.
Emergency Services	Refers to Queensland Police Service, Australian Federal Police, Aviation Rescue & Fire Fighting Service, Queensland Fire Department and Queensland Ambulance Service collectively.
Executive Leadership Team (ELT)	Any individual identified as a member of BAC's Executive Leadership Team (including individuals acting in a role) or other individuals as deemed by the Chief Executive Officer for the purposes of this plan.
Forward Command Post (FCP)	The point where co-operating agency heads assemble to receive and disseminate information and make operational decisions on the immediate rescue operation.
Full Emergency	A condition declared when it is known that an aircraft approaching the airport is, or is suspected to be, in such trouble that there is danger of an accident and requiring the response from off airport agencies: • Level I – up to 15 seats (ATC reference – Light) • Level II – up to 215 seats (ATC reference – Medium) • Level III – over 216 seats (ATC reference – Heavy)
Hazardous Materials/ Dangerous Goods	Articles or substances which are capable of posing significant risk to health, safety or property.
ICAO Editorial Practices	The following editorial practice has been followed in the writing of specifications: for Standards the operative verb "shall" is used, and for Recommended Practices the operative verb "should" is used.
ICAO Recommended Practices	Any specification for physical characteristics, configuration, material, performance, personnel or procedure, the uniform application of which is recognised as desirable in the interest of safety, regularity or efficiency of international air navigation, and to which Contracting States will endeavour to conform in accordance with the Convention.
ICAO Standard	Any specification for physical characteristics, configuration, material, performance personnel or procedure, the uniform application of which is recognised as necessary for the safety or regularity of international air navigation and to which Contracting States will conform in accordance with the Convention; in the event of impossibility of compliance, notification to the Council is compulsory under Article 38.
Incident	An unplanned event which causes, or may cause, adverse impacts to the safety of persons, property, the environment and/or operational activities.

Term/Abbreviation	Definition
Incident Management	The first response to an event to preserve life, protect property and environment and/or operational activities, and prevent escalation to an Emergency. It also includes the documentation, investigation, and determination of appropriate remedial actions to prevent or reduce the likelihood of similar Incidents occurring in the future.
Incident Management Team (IMT)	The team is made up of selected BAC staff responsible for managing the operational response to an Incident or Emergency. The nature of the Incident will determine the composition of the IMT.
Incident Site	The location where an aircraft comes to rest on the airport or adjacent to after an emergency landing or crash.
Initial Assessment Team (IAT)	Team made up of selected BAC staff responsible for the initial assessment and review of an Event, its impacts and determination of response actions or escalation required.
Integrated Operations Centre (IOC)	Centre from which BAC's IMT operates to manage response and recovery to operational impacts and support to responding agencies.
Isolated Aircraft Parking Position (IPP)	Isolated Aircraft Parking Position on an aerodrome suitable for the parking of an aircraft which needs isolation from normal aerodrome activities.
Landside	Those parts of an aerodrome not considered airside, that is, areas normally accessible to the public.
Local Standby	A condition declared when an aircraft approaching the airport is known or is suspected to have developed some defect, but the trouble is not such as would normally involve any serious difficulty in affecting a safe landing and thus NOT requiring a response by off-airport agencies.
Manoeuvring Area	Those parts of an airport used for the take-off, landing and taxiing of aircraft, excluding aprons.
Passenger Collection Point	Located at the triage area for passengers to be relocated to the PRC.
Passenger Reception Centre (PRC)	This is the reception area located on airport for those surviving passengers not taken to hospital, where registration is commenced prior to any welfare or reunification with family.
Police	Police refer to both Australian Federal Police and Queensland Police Service collectively.
Police Forward Commander	Responsible for Command, Control and Coordination of designated Incidents – located in the Forward Command Post.
Public Safety Preservation Act (PSPA)	An Act to provide protection for members of the public in terrorist, chemical, biological, radiological or other emergencies that create or may create danger of death, injury or distress to any person, loss of or damage to any property or pollution of the environment and for related purposes.
Recovery	The coordination and implementation of pre-determined plans for the Incident Site restoration plans and the reconstitution of airport operations and services; implementation of additional measures for social, political, environmental, and economic restoration; evaluation of

Term/Abbreviation	Definition
	the Incident to identify lessons learned; post Incident reporting; and development of initiatives to mitigate the effects of future Incidents.
Family & Friends Reception Centre (FFRC)	An area designated in the Aerodrome Emergency Plan for the assembly of family and friends, located on airport.
Response	The process of combating an Emergency and of providing relief for persons affected by the Emergency. Emergency response is the implementation of planning and preparedness during an Emergency. Implementation includes the decisions, actions and application used to mitigate the consequences of the Emergency.
Situation Report (SITREP)	A brief report that is published and updated periodically by the Control Agency and/or IMT/ EOC Manager during an Emergency which details the Incident status, the response requirements, and the actions taken.
Staging Area	The strategically placed area where support response personnel, vehicles and other equipment can be assembled, usually at the rear of the FCP for vehicles not required forward. Usually under the control of BAC ASO.
Standard Operating Procedure	A set of written instructions that describes the step-by-step process that is undertaken at a BAC operational level.
Station Control Centre (SCC)	Airline activated centre for the management and coordination of communications between the airline at the affected airport and internal response structure/teams.
Supporting Plan	A plan complete in itself, for the Emergency management of a special or high-risk hazard or event.
Suspect Item	An object considered out of place, unattended or unusual for which an explanation cannot be readily determined, and which may constitute a threat.
Triage	Sorting and classification of casualties to determine the order or priority for their treatment and transportation, based on the greatest good for the greater number.

Abbreviations	
ABF	Australian Border Force
ADF	Australian Defence Force
ADM	Airport Duty Manager
AEC	Aerodrome Emergency Committee
AEP	Aerodrome Emergency Plan
AFP	Australian Federal Police
AG EMA	Attorney-General Emergency Management Australia
AIP	Airside Inspection Point
AMC	Airside Maintenance Centre (BAC)
AOC	Airside Operations Centre (BAC)

Abbreviations	
ARC	Australian Red Cross
ARFFS	Aviation Rescue and Fire Fighting Service
ASO	Airside Safety Officer (formerly Airside Operations Officer) or Active Surveillance Officer
ATC	Air Traffic Control (Airservices Australia)
ATSB	Australian Transport Safety Bureau
BAC	Brisbane Airport Corporation
BCC	Brisbane City Council
CRC	Crew Reception Centre
CMC	Crisis Management Centre (Brisbane Airport)
CMT	Crisis Management Team (BAC)
DAFF	Department of Agriculture, Fisheries and Forestry
DCCEEW	Department of Climate Change, Energy, the Environment and Water
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DVI	Disaster Victim Identification (also known as QPS DVI)
DVR	Disaster Victim Registration
ELT	Executive Leadership Team (BAC)
EOC	Emergency Operations Centre (Brisbane Airport)
EMT	Emergency Management Team
ERT	Emergency Response Team
FCP	Forward Command Post
GSE	Ground Service Equipment
IAT	Initial Assessment Team (BAC)
IATP	International Airlines Technical Pool
ICAO	The International Civil Aviation Organisation
IMT	Incident Management Team (BAC)
IOC	Integrated Operations Centre (Brisbane Airport)
IPF	Isolated Aircraft Parking Position
IRV	Incident Response Vehicle
JUHI	Joint User Hydrant Installation
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
MBRC	Moreton Bay Regional Council
NOTAM	Notices to Airmen

Abbreviations	
PFC	Police Forward Commander
POB	Persons on Board
PRC	Passenger Reception Centre
PSPA	Public Safety Preservation Act
QLD Health	Queensland Health
QAS	Queensland Ambulance Service
QPS	Queensland Police Service
QFD	Queensland Fire Department
RAAF	Royal Australian Air Force
FFRC	Family & Friends Reception Centre
RPT	Regular Public Transport
SCC	Station Control Centre (Airlines)
SDCC	State Disaster Coordination Centre
SITREP	Situation Report
SME	Subject Matter Experts
SOP	Standard Operating Procedure
TSA	The Salvation Army

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Appendix F Emergency Contacts



Agency	Contact Details
Queensland Police Service (QPS)	
Queensland Ambulance Service (QAS)	
Queensland Fire Department (QFD)	
Australian Federal Police (AFP)	131 237
Air Traffic Control (ATC/ Tower)	s47E(d)
Aviation Rescue Fire Fighting Service (ARFF)	
Australian Border Force (ABF)	
Australian Red Cross (QLD Duty Officer)	
BAC Airport Duty Manager (OPT 1)	
BAC Airside Operations Centre (AOC)	s47G
BAC Active Surveillance Officer (ASO) (Security)	
Joint User Hydrant Installation (JUHI) Control Room	
The Salvation Army	



Brisbane Airport Corporation Pty Ltd
11 The Circuit, Brisbane Airport QLD 4008
PO Box 61, Hamilton Central QLD 4007 Australia



Letter of Agreement LOA_885

Notification of Arrangements:

- Interruption to Water Supply
 - Interruption to Power Supply
 - Alterations or Closure of Movement Areas and Roads
-

Between	Airservices Australia's Aviation Rescue and Fire Fighting (Brisbane)
	Brisbane Airport Corporation LTD (BAC)

Version	4	Effective	25 April 2012
Authority	s47F [Redacted] ARFF, Airservices Australia		
	Signature		Date
	s47F [Redacted] Brisbane Airport Corporation		
	Signature		Date
This agreement remains valid until mutually amended or cancelled by written advice			

Change Summary

LOA_885 Version 4: 25 April 2012		
Section/ Clause	Summary	NRFC
All	Correction of BAC title.	18857

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Purpose

The purpose of this Letter of Agreement is to detail procedures for Brisbane Airport Corporation LTD (BAC) to notify ARFF Brisbane of events that impact on ARFF operations and / or facilities.

1. Agreement details

In the event of an:

- interruption to water supply
- interruption to power supply
- alterations or closure of movement areas and roads.

s47E(d) RFF by telephone s47E(d) followed by an email to s47E(d) airservicesaustralia.com detailing the location and the expected duration of the outage.