

2022

Airport Emergency Plan

MELBOURNE AIRPORT

WARNING!

Before entering the airfield, each agency vehicle responding must:

- Rendezvous with an escort who holds an Airside Driver's Authority and is acting under Car 2 direction. Escorts will be provided for emergencies by Car 2 at the nominated emergency access gate or staging area (see airfield access).
- Contact Car 2 and request an escort on 0418 335 985
- Confirm the airfield is CLOSED and safe to access prior to entering, with:
 - a Safety Officer acting under Car 2 direction, or
 - an AFP member who has had advice from Car 2,
 - Car 2 on 0418 335 985

Car 2 is responsible under CASR Part 139 to ensure there are procedures in place for the preservation and integrity of the movement area during an emergency.

Failure to follow these instructions may result in being charged with an offence under the Crimes (Aviation) Act, death, or serious personal injury.

Reference: Airports (Control of On-Airport Activities) Regulations 1997; Melbourne Airport Airfield Driver Authority Handbook; Airside Safety Officer Emergency Response and Escorting SOP.

WARNING!

LOCAL STANDBY	5
FULL EMERGENCY	7
AIRCRAFT CRASH ON AIRFIELD	13
AIRCRAFT CRASH OR MISSING BEYOND 1KM	19
DISABLED AIRCRAFT	21
SECURITY INCIDENT ON A MOVING AIRCRAFT	23
ACTIVE ARMED OFFENDER.....	29
EXPLOSIVE DEVICE	35
FIRE	39
HAZMAT	43
JUHI FIRE	49
HUMAN HEALTH OR MEDICAL EMERGENCY	59
NATURAL DISASTER.....	61
EVACUATION.....	63
EMERGENCY RECEPTION CENTRE.....	67
RECOVERY	77
RESPONSE SUPPORT AGENCIES	81
FACILITIES	83
MANAGEMENT ARRANGEMENTS	87
AIRLINE & GROUND HANDLING AGENT (GHA) CONTACT LIST	93
GLOSSARY	95
MAPS	99

Use of Document

Users must read and understand the State Emergency Management Plan (SEMP) as the overarching document for emergency response in Victoria. The aim of this document is to provide agencies with the agreed initial actions and highlight any differences or clarifications to the SEMP and relevant supporting information. It is designed to be a quick reference guide and does not repeat information from other documents (e.g. the SEMP) unless there is a fundamental need to do so.

Melbourne Airport is a unique environment. Agencies not often encountered during emergency response throughout the rest of Victoria are present at the airport. As such the initial response will often be handled by ARFFS or AFP, and State Agencies will need to mutually agree to handover Incident Control.

Key notes:

- Support agency roles statements have been separated from each response into a single section of the AEP, unless there is a specific difference in responding to an emergency that requires it to be detailed with the response agencies.
- Limit of control points are the latest point at which the initial agency will transfer to the control agency. This is to aid the incoming Incident Controller to understand the tasks that would not have been started upon their arrival. This limit of control does not constrain earlier transfer by mutual agreement.
- Unless there are specific role differences between CFA or FRV, they have been listed as 'Fire' This emergency plan is the parent to the Emergency Reception Centre Sub-Plan and Airport Emergency Relief Sub-Plan

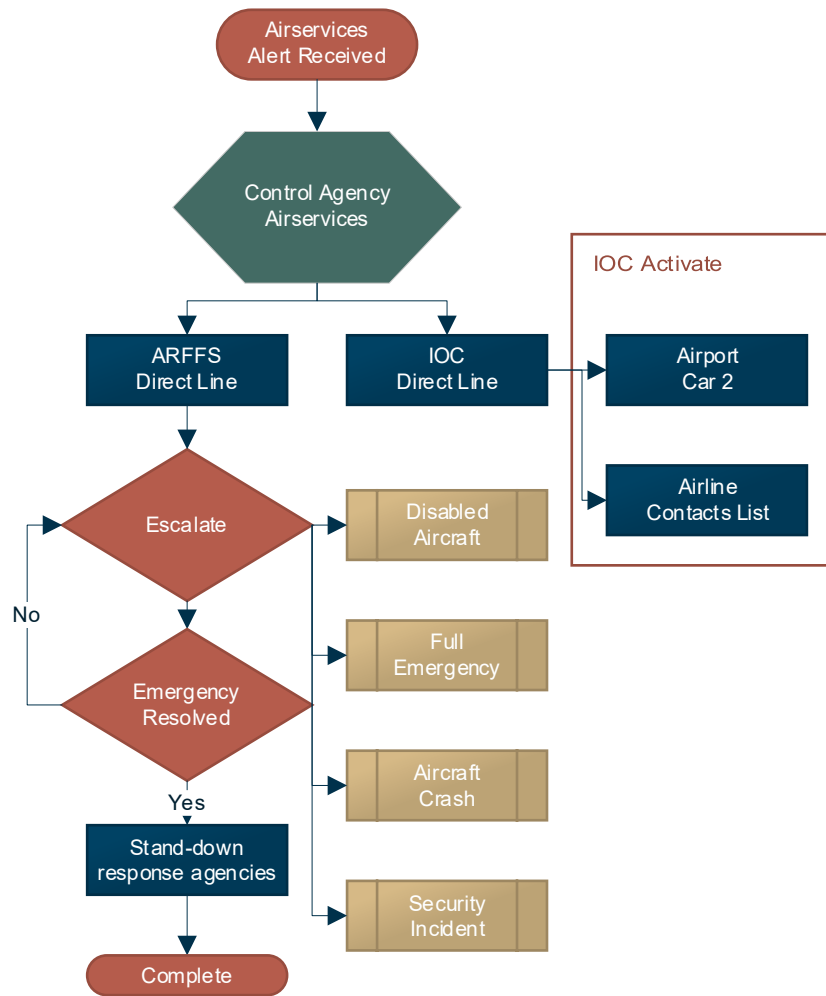
CASR Part 139 Manual of Standards requires this plan to be reviewed at least annually. This version was approved by the Airport Emergency Committee on 24th August 2022.

Aerial imagery source: © Aerometrex 2nd April 2021

Control Agency
Airservices Australia

ICC Location
Not Required

Emergency Class
 N/A



Local Standby

Airservices Australia 03 8340 8282	Role Immediate Action	CONTROL AGENCY Provide in flight emergency response capability Notification of ARFFS and IOC
Airline / GHA Refer to airline contact list	Role Immediate Action	Prepare staff to facilitate relief and recovery of passengers, aircrew, and aircraft, in the event the situation escalates Activate airline emergency procedures.
Airport Forward Commander (Car 2) 0418 335 985	Role Immediate Action	Prepare for escalation Proceed to Alpha / Echo intersection ARFFS Commander may communicate via radio on Melbourne Ground
Airport IOC 03 9297 1601	Role Immediate Action	Notify stakeholders Notify airline Notify APAM emergency roles
ARFFS 03 9286 3199	Role Immediate Action	Provide Aviation Rescue Fire Fighting capability ARFFS Commander position at a location suitable to manage the incident Stage ARFFS resources in preparation for escalation

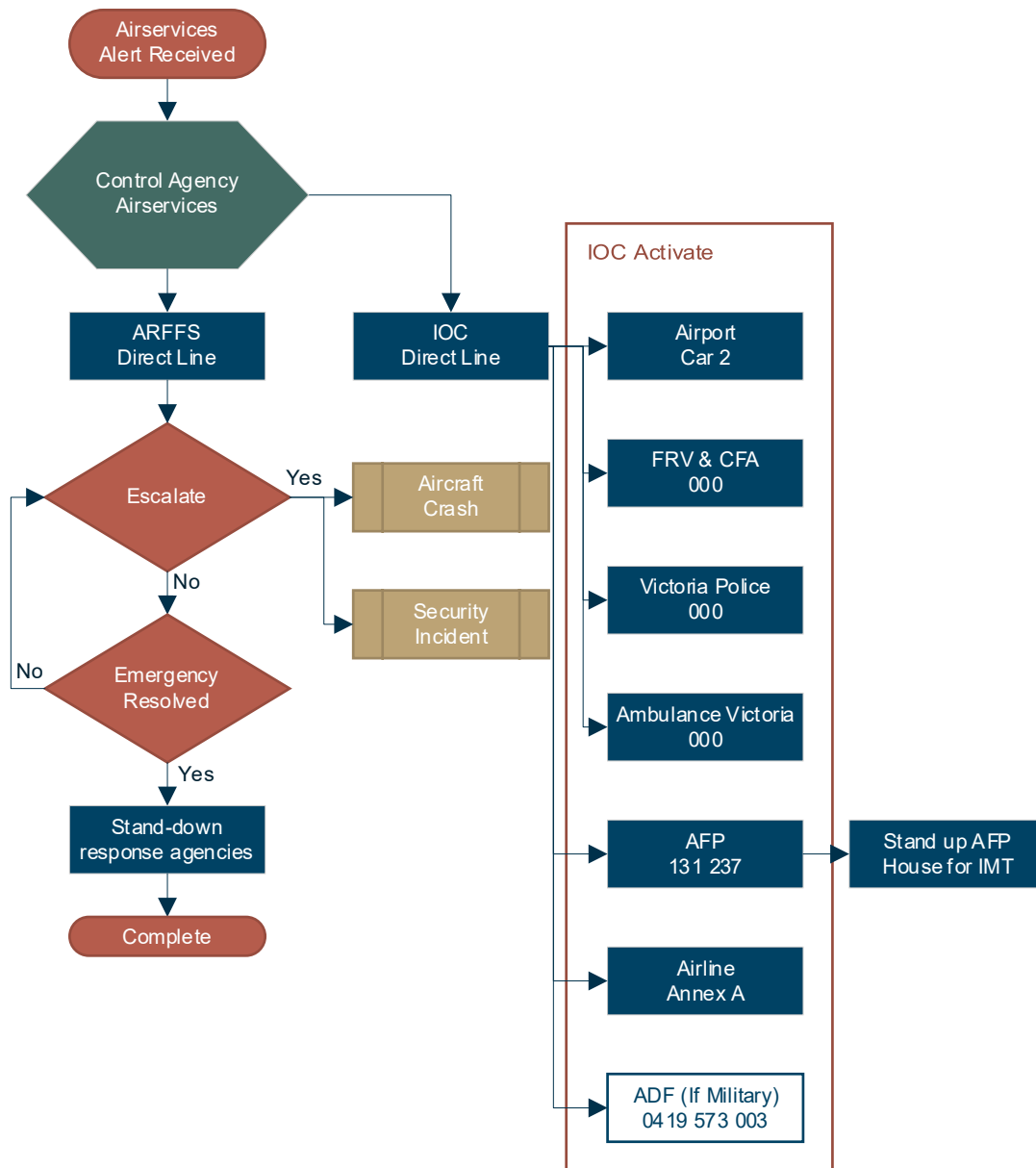
Definition

An aircraft approaching the airport with a known or suspected defect which would not normally result in serious difficulty performing a safe landing. Only airport-based agencies are activated, the incident does not require a response by off-airport agencies.

Control Agency
Airservices Australia

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
2



Full Emergency

Airservices Australia 03 8340 8282	Role Immediate Action	CONTROL AGENCY Provide in flight emergency response Notification of ARFFS and IOC.
AFP 131 237	Role Immediate Action	Provide security and resourcing in support of VicPol. Attend nominated emergency access gate to provide access control and site security, until relieved by VicPol Prepare AFP House for ICC
Airline / GHA Contact List	Role Immediate Action	Prepare to facilitate relief and recovery of passengers, aircrew, and aircraft Activate airline emergency procedures. Prepare to deploy staff to the Emergency Reception Centre
Airport Forward Commander (Car 2) 0418 335 985	Role Immediate Action	Liaise with ARFFS Commander and prepare in case of escalation Preserve the integrity of safety and security for airside operations Proceed to and manage the emergency access gate and staging area (see airfield access). ARFFS Commander may communicate a change to airfield access and staging area via radio on Melbourne Ground Control the emergency access gate and staging area (see airfield access) until relieved by AFP or VicPol Arrange escorting of emergency vehicles to the incident Prepare to establish the FCP under the direction of the Police Forward Commander
Airport IOC 03 9297 1601	Role Immediate Action	Activate emergency response, take calls from emergency line Activate response agencies (inc. access gate and ICC location) Activate APAM emergency roles Prepare to establish the Emergency Reception Centre Continue passing new information from the emergency line to the IMT via the Airport Commander

Ambulance Victoria 000	Role	Health Commander – Coordinate the medical and health response during the incident
	Immediate Action	Proceed to nominated staging area Prepare to provide triage, pre-hospital care and patient transport capability. Prepare to provide health monitoring to responding agencies
ARFFS 03 9286 3199	Role	Prepare to provide aviation rescue fire fighting
	Immediate Action	ARFFS Commander position at a location suitable to manage the incident Stage ARFFS resources in preparation for escalation Prepare to take over as Incident Controller if situation escalates to Aircraft Crash
Fire 000	Role	CFA & FRV to prepare for rescue and fire fighting in support of ARFFS
	Immediate Action	Proceed to designated staging area
Victoria Police 000	Role	Prepare to provide incident control should situation escalate.
	Immediate Action	Coordinate staging area, relieve the Airport Forward Commander Establish the FCP (Direct the Airport Forward Commander where to locate the FCP) Establish the ICC Coordinate the Emergency Reception Area Consider public/traffic management

Full Emergency

Definition

An aircraft approaching the airport with a known or suspected defect which may cause an accident. A response by all agencies, including the establishment of Forward Command and ICC structures is required, **as if the aircraft is anticipated to crash.**

Airservices may declare the Full Emergency using the following levels which may be used as a trigger point for emergency services' level of response:

- Level I – light – up to 18 seats
- Level II – medium – up to 215 seats
- Level III – heavy – up to 560 seats

Notes

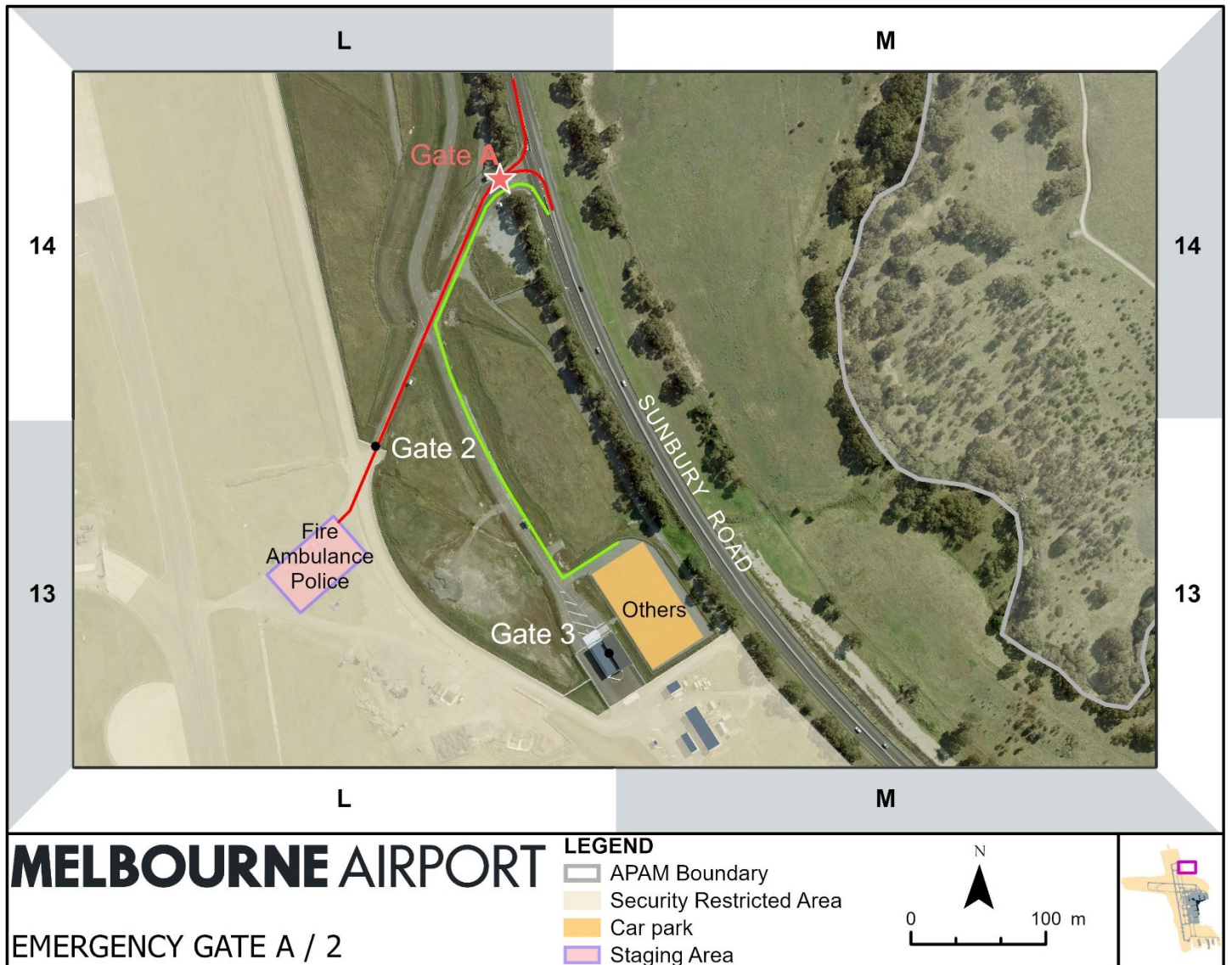
Emergency access gate and staging area is nominated by the ARFFS Commander and should be passed to ESTA during activation.

Control Agency Airservices are the control agency until the aircraft comes to a complete stop (including crash or disabled aircraft). At that point, the incident escalates to a crash or security event, thereby transferring control to the agencies in control of those incidents. Or agencies are stood down.

Staging Area The Airport Forward Commander will arrange services in the order they are required and keep them informed of any change in the degree of hazard, until relieved by VicPol.

Emergency Access Gate A

Primary Response Gate for Full Emergency



Sunbury Road Entrance



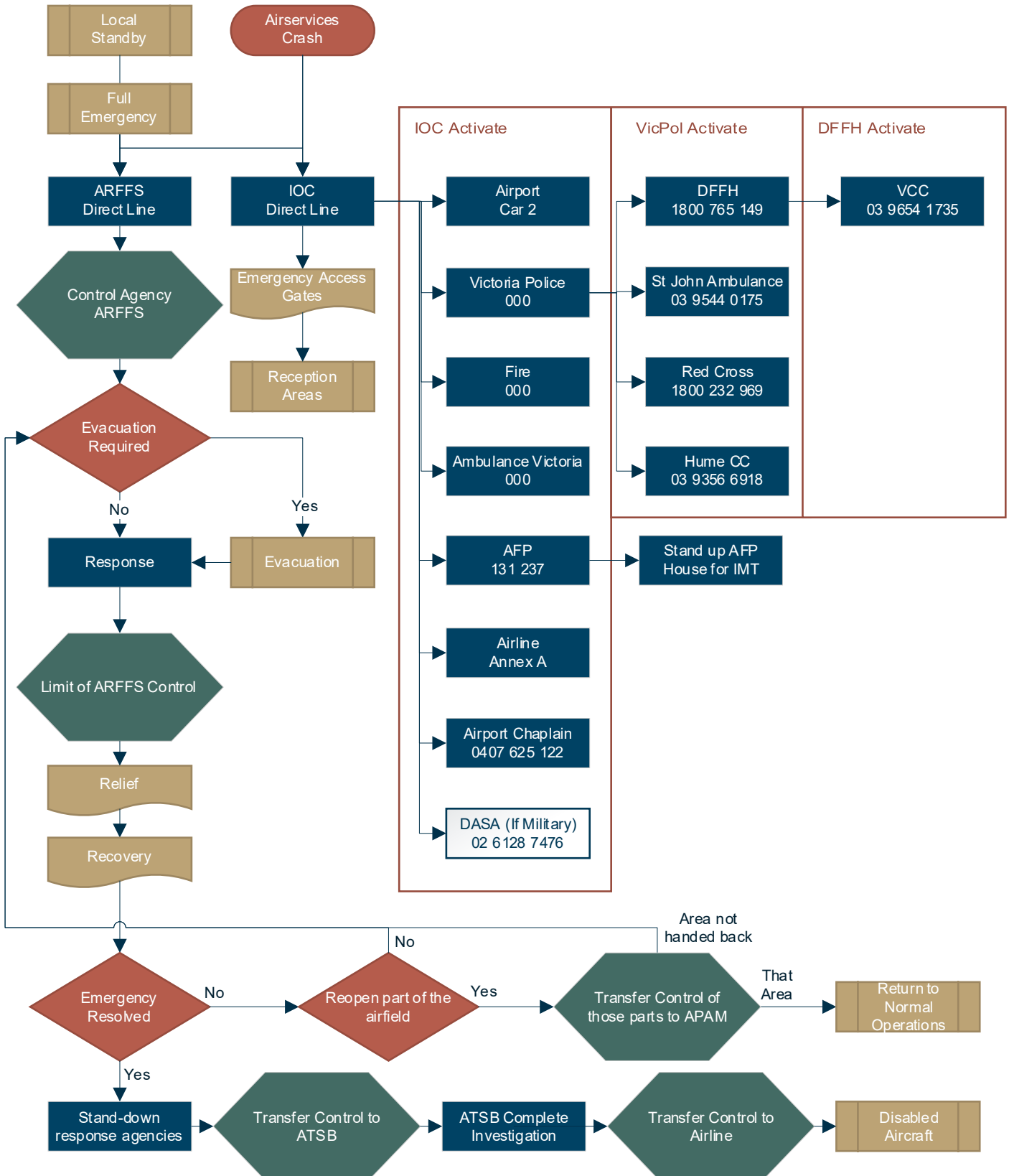
First Responders take right road to staging area, all others turn left

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Control Agency
Victoria Police

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
2



Aircraft Crash on Airfield

<p>Victoria Police</p> <p>000</p>	<p>Role</p> <p>Immediate Action</p>	<p>CONTROL AGENCY</p> <p>Provide incident control and security</p> <p>Lead agency for Register.Find.Reunite</p> <p>Activate Support Agencies</p> <p>Coordinate emergency staging area (see airfield access), relieve the Airport Forward Commander</p> <p>Establish the FCP (Direct the Airport Forward Commander where to locate the FCP)</p> <p>Establish the ICC at AFP House</p> <p>Coordinate the ERC at Melbourne Jet Base</p>
<p>ARFFS</p> <p>03 9286 3199</p>	<p>Role</p> <p>Immediate Action</p>	<p>INITIAL CONTROL AGENCY</p> <p>Lead agency for aircraft fire suppression and rescue</p> <p>Initial Incident Controller</p> <p>ARFFS Commander position at a location suitable to manage the incident</p>
<p>AFP</p> <p>131 237</p>	<p>Role</p> <p>Immediate Action</p>	<p>Provide security and resourcing in support of VicPol.</p> <p>Attend nominated emergency access gate (see airfield access) to provide access control and site security, until relieved by VicPol</p> <p>Prepare AFP House for ICC</p>
<p>Airline / GHA</p> <p>Contact List</p>	<p>Role</p> <p>Immediate Action</p>	<p>Facilitate relief and recovery of passengers, aircrew, and aircraft</p> <p>Activate airline emergency procedures</p> <p>Provide passenger manifest to IOC</p> <p>Deploy staff to the Emergency Reception Centre</p>
<p>Airport Forward Commander (Car 2)</p> <p>0418 335 985</p>	<p>Role</p> <p>Immediate Action</p>	<p>Represent the Airport Commander at the forward command post and provide advice on the impact to aviation.</p> <p>Preserve the integrity of safety and security for airside operations</p> <p>Activate all available resources for Passenger Evacuation Management System (PEMS)</p> <p>Coordinate response to manage the emergency access gate and staging area. ARFFS Commander may communicate a change to airfield access and staging area via radio on Melbourne Ground</p> <p>Control the emergency access gate and staging area until relieved by AFP or VicPol</p> <p>Arrange escorting of emergency vehicles to the incident</p> <p>Establish the FCP under the direction of the Police Forward Commander</p>

Airport IOC 03 9297 1601	Role	Activate agencies, prepare terminal facilities for relief, and communicate situation to stakeholders
	Immediate Action	Activate response agencies, with nominated emergency access gate and ICC location Activate APAM emergency roles Activate relief reception centres Activate bussing Continue passing new information from the emergency line to the IMT via the Airport Commander
Ambulance Victoria 000	Role	Health Commander – Coordinate the medical and health response during the incident
	Immediate Action	Proceed to emergency access gate and staging area (see airfield access) and await further instructions from the IC Provide triage, pre-hospital care and patient transport capability. Provide health monitoring to responding agencies
Airservices Australia 03 8340 8282	Role	Initiate emergency Coordinate airfield and airspace restrictions
	Immediate Action	Notification to ARFFS and IOC Part or full closure of the airfield and airspace, including NOTAM issue
Fire 000	Role	Provide rescue and fire fighting in support of ARFFS
	Immediate Action	Proceed to emergency access gate and staging area (see airfield access) and await deployment by the ARFFS commander

Aircraft Crash on Airfield

Definition

An aircraft crash on the airfield, or within 1km of the airfield boundary.

Notes

Emergency access gate and staging area is nominated by the ARFFS Commander and should be passed to ESTA during activation. Primary access gates are listed in the airfield access section of this plan.

DJPR must be notified that this incident has occurred (through the DJPR State Duty Officer 0428 863 564) and be kept informed of any potential/actual economic impacts

Limit of ARFFS control is the latest point at which control will be transferred to VicPol or ADF. This is when the fire is extinguished and or the risk is eliminated to ensure the scene is safe. Control Agencies may, by mutual agreement, transfer control prior to this point.

Staging Area The Airport Forward Commander will arrange services in the order they are required keep them informed of any change in the degree of hazard, until relieved by VicPol.

Military Aircraft

Definition. Any aircraft owned or operated by the Australian military, a foreign military, or a foreign State government.

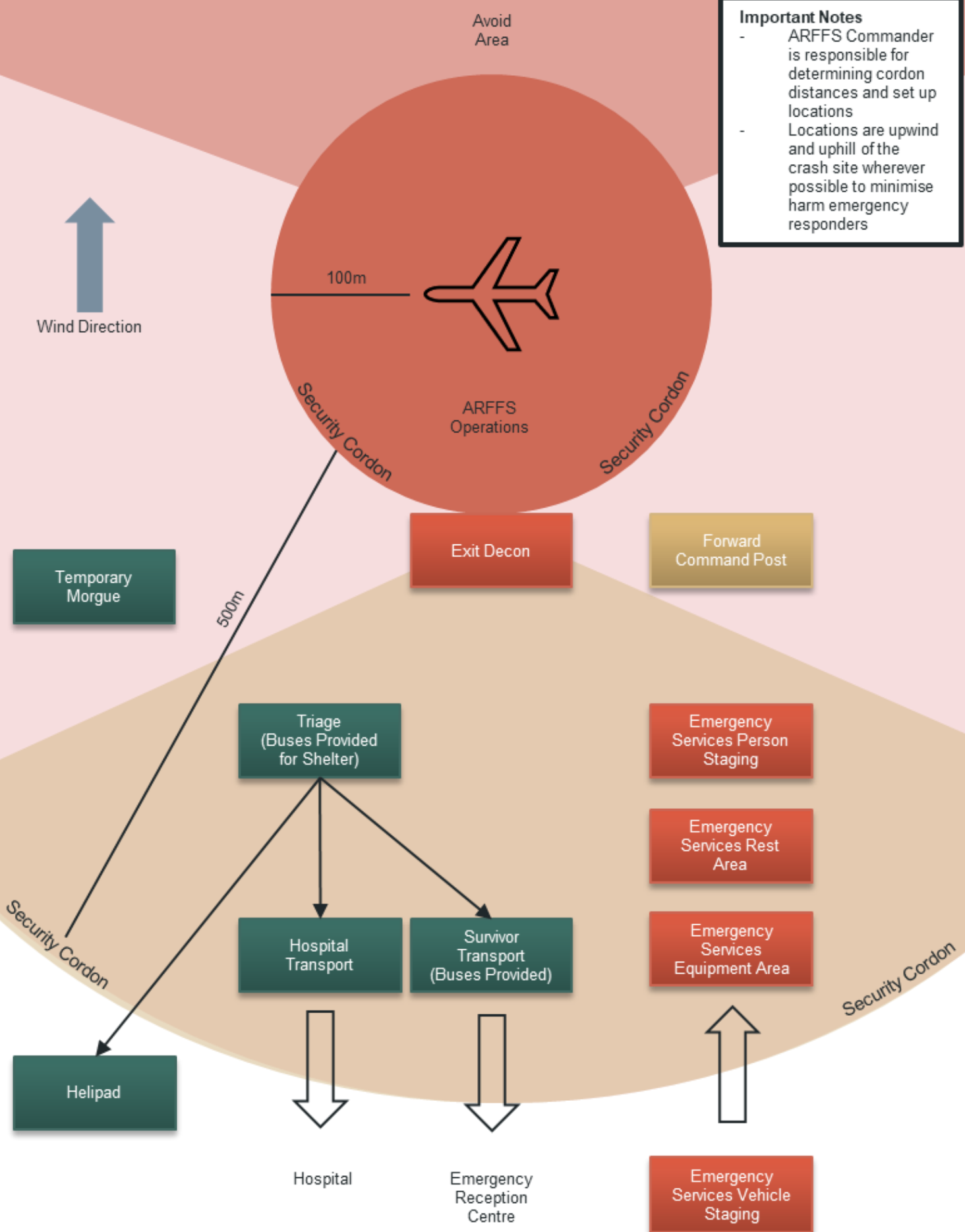
Control Agency. The ADF is the Control Agency, rather than VicPol, for any military aircraft crash. However, the ADF may delegate this to VicPol due to resourcing.

Hazardous Materials. It should be assumed that any or all the following hazards are present in a military aircraft:

- Armaments
- Explosive ejection canopies
- Explosive ejection seats
- Hazardous cargo
- Hazardous construction materials
- Hydraulic accumulators
- Oxygen bottles
- Radar
- Radioactive materials
- Volatile fuels

Aviation Investigating Agency. The Defence Aviation Safety Authority (DASA) is the lead aviation investigator, rather than the ATSB. Contact 02 6128 7476.

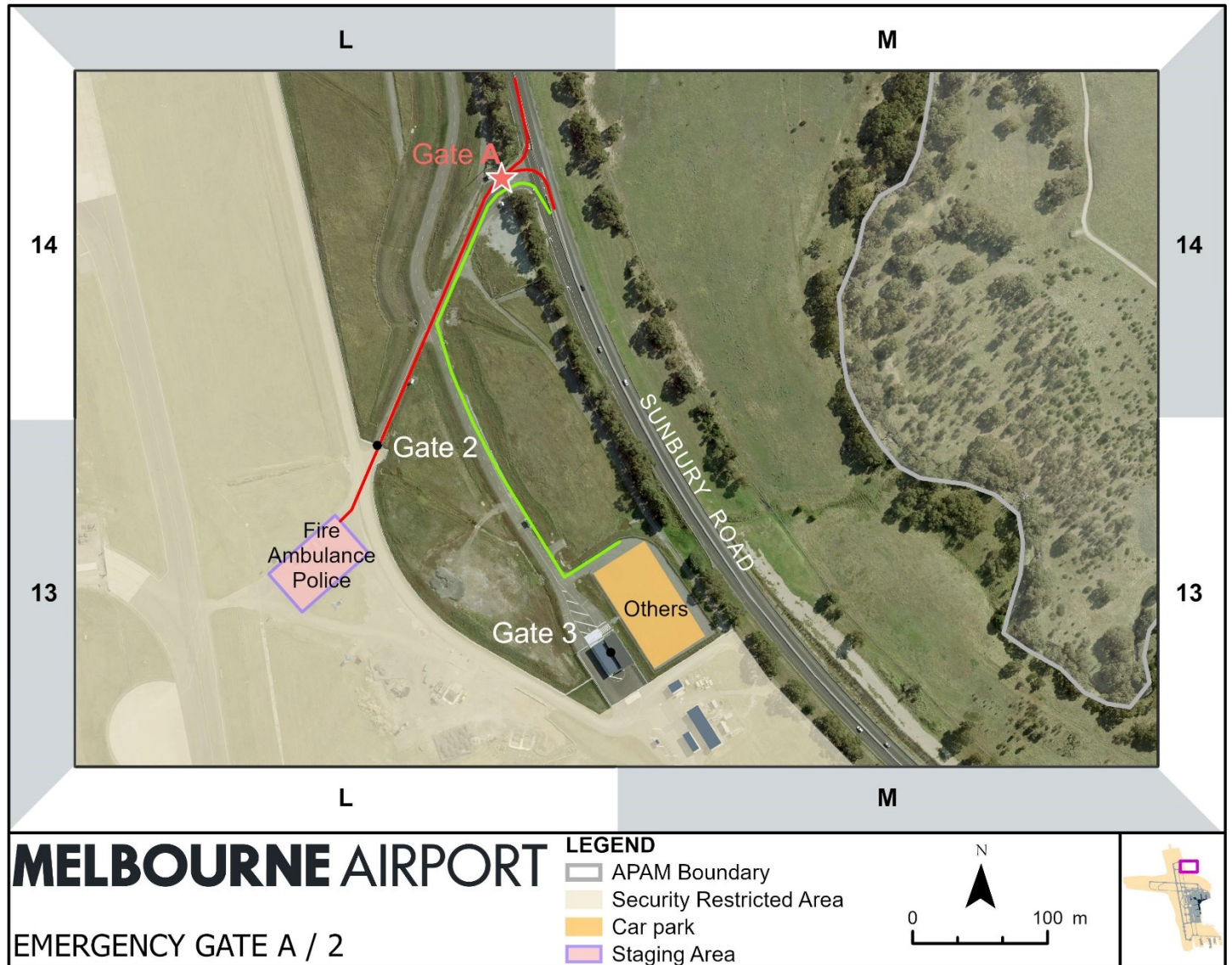
Crash Site Set Up



Aircraft Crash on Airfield

Emergency Access Gate A

Primary Response Gate for Aircraft Crash on Airfield



Sunbury Road Entrance



First Responders take right road to staging area, all others turn left

Aircraft Crash or Missing Beyond 1km

Lead Agency Airline / GHA		CMT Location Airport IOC, Terminal 2	Emergency Class N/A
Airline / GHA Contact List	Role	LEAD AGENCY Lead response to managing Inquirers	
	Immediate Action	Implement airline emergency procedures If international flight, request allocation of check-in desks to be used as the Inquirer Contact Point. If domestic flight, inform IOC which check-in desks are to be used as the Inquirer Contact Point. Manage the Inquirer Contact Point Provide staff to support the ERC	
Victoria Police 000	Role	Provide Emergency Response capability as per AUSAVPLAN	
	Immediate Action	CONTROL AGENCY for Civil Disturbance at the Inquirer Contact Point Provide Disaster Victim Identification capability Coordinate reunification activities and other State agencies as required	
Airport IOC 03 9297 1601	Role	Activate the Inquirer Contact Point and facilitate other requests from incident as required	
	Immediate Action	Activate APAM emergency roles If international flight, allocate check-in desks for Inquirer Contact Point. If domestic flight, confirm with Airline which check-in desks will be used for the Inquirer Contact Point. Activate the ERC if required Communicate Inquirer Contact Point location to agencies via Whispir.	
AFP 131 237	Role	Provide security and resourcing in support of Victoria Police	
	Immediate Action	Provide security and crowd control resources to the Inquirer Contact Point	
ARFFS 03 9286 3199	Role	Provide specialist Aviation Rescue Fire Fighting advice if requested, or if near the airfield	
	Immediate Action	Notify airport of any downgrade to category	

Aircraft Crash or Missing Beyond 1km

Definition

An aircraft which has departed from, or intended to arrive at Melbourne airport, crashes or goes missing beyond 1km of the airfield boundary. For example, it crashes in the Hume region or contact was lost over the Indian Ocean.

Whilst Melbourne Airport and ARFFS do not initially respond beyond 1km, both can provide expertise, advice, facilities, and resources to assist agencies with a crash in the immediate vicinity of the airport.

Activation

The Inquirer Contact Point will be activated once the IOC is notified of a crashed or missing aircraft, as meeters and greeters are likely to attend the airport in search of information.

Notes

Airport Involvement in IEMT. For an aircraft that has departed, or intended to arrive at, Melbourne Airport, the Airport will be significantly impacted by the crash, regardless of the crash location. Therefore, as a minimum the Airport Commander should be included in the IEMT.

ARFFS Involvement in the Response. ARFFS are highly skilled in the aviation fire and rescue and an ARFFS Commander should be requested to provide advice to fire services. If the crash is near the airport, ARFFS tenders can also be requested to assist.

Control Agency. Depending on where the aircraft crashes or goes missing, the control agency may be any one of the following:

- Airservices Australia
- AMSA
- Department of Home Affairs / Emergency Management Australia
- Victoria Police
- Another Australian Police Force.

Emergency Reception Centre

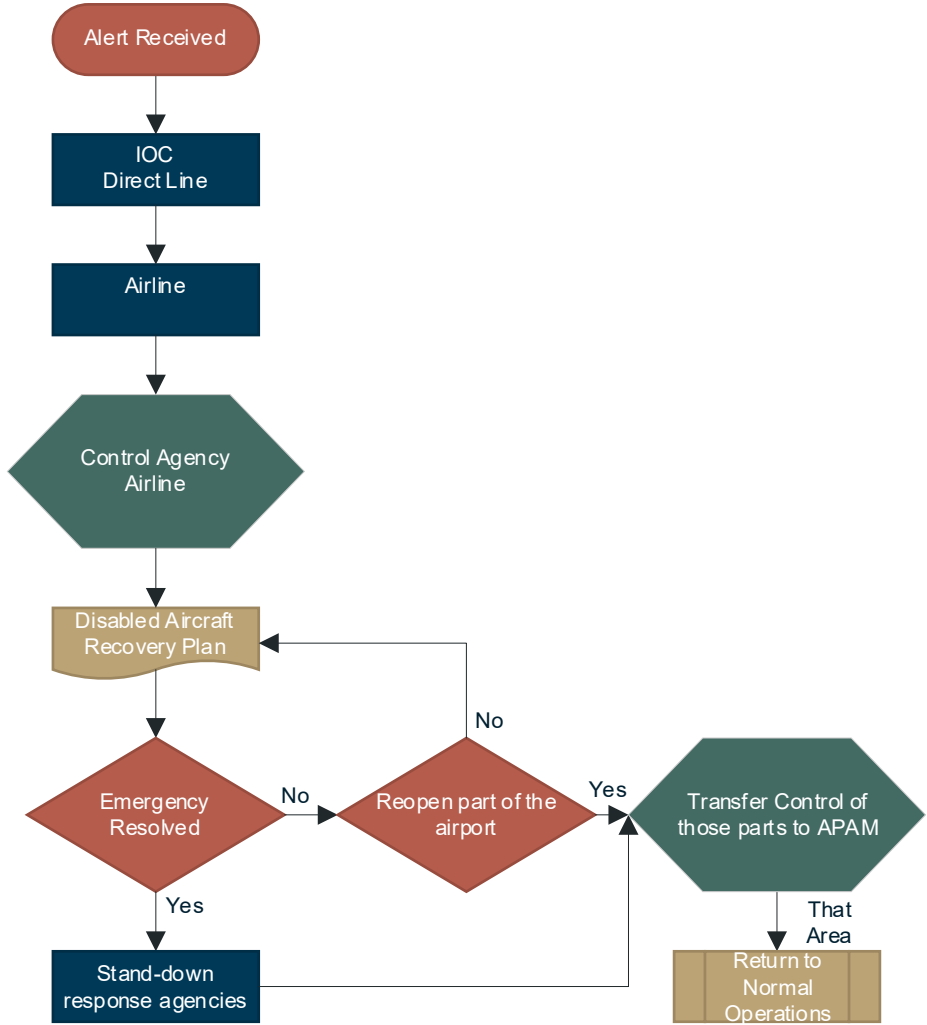
The Inquirer Contact Point will be activated once the IOC is notified of a crashed or missing aircraft, as meeters and greeters are likely to attend the airport in search of information. Therefore, the IOC must be notified of the Inquirer Reception Area location as soon as that has been decided.

The Melbourne Airport Emergency Reception Centre (Including Inquirer, Passenger, Crew, and Matching Reception Areas) is also activated if there is a need to support reunification.

Lead Agency
Airline

IMT Location
Airport IOC, Terminal 2

Emergency Class
N/A



Disabled Aircraft

Airline Contact List	Role	LEAD AGENCY Facilitate the removal or recovery of an aircraft from the movement area to a location nominated by the airport.
	Immediate Action	Attend the IMT Consult insurance company on implications of further aircraft damage
Airport IOC 03 9297 1601	Role	Activate the Melbourne Airport Disabled Aircraft Recovery Plan
	Immediate Action	Activate airline Activate APAM Disabled Aircraft Recovery Plan staff Nominate the location the aircraft, whole or dismantled, is to be relocated to
Airservices 03 8340 8282	Role	Facilitate closure of movement areas to support aircraft removal
	Immediate Action	Advise the IMT on impact of current aircraft location

Definition

An aircraft that is immobilised within the airport perimeter. This can include a range of examples, but is not limited to, a burst tyre, an aircraft excursion, an aircraft fire, or crash.

Notes

See the [Disabled Aircraft Recovery Plan](#) for the management and removal of disabled aircraft.

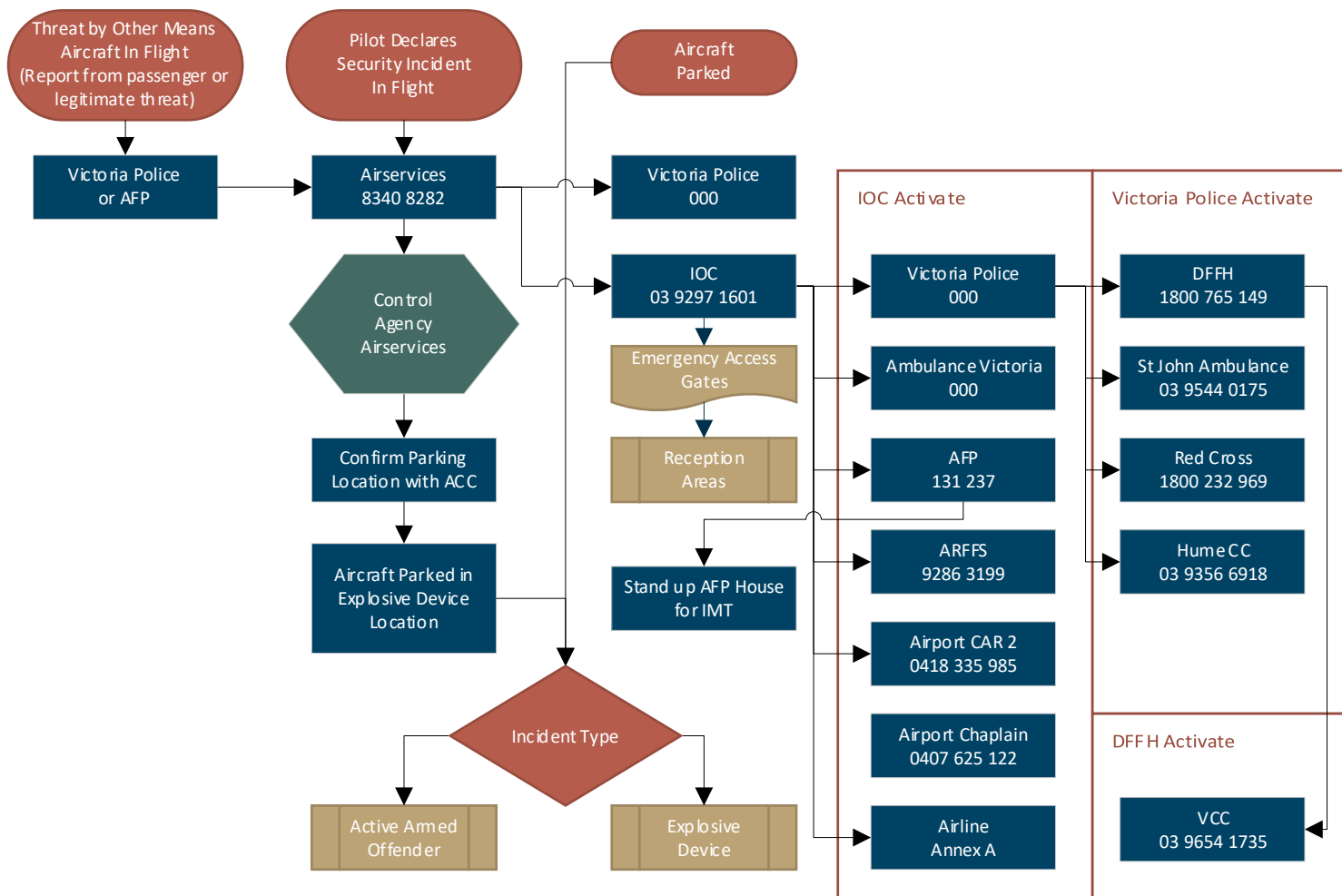
Lead Agency. The Airline is the lead agency. However, the GHA should represent the airline in the IMT as the Incident Commander, where the airline does not have staff in Melbourne.

Security Incident on a Moving Aircraft

Control Agency
Airservices Australia

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
2



Security Incident on Moving Aircraft

<p>Airservices Australia</p> <p>03 8340 8282</p>	<p>Role</p> <p>Immediate Action</p>	<p>CONTROL AGENCY</p> <p>Provide in flight emergency response capability</p> <p>Activate Victoria Police</p> <p>Notify of Airport IOC</p> <p>Liaise with the Airport Forward Commander on most appropriate aircraft explosive parking location. If flight time permits, liaise with Victoria Police as well</p> <p>Consider the movement area and airspace closures that could affect airport recovery time</p>
<p>AFP</p> <p>131 237</p>	<p>Role</p> <p>Immediate Action</p>	<p>Initial response until handover to Victoria Police</p> <p>Initial response to site if Victoria Police doesn't have time to establish the site</p> <p>Stand up AFP House as the ICC room and provide building access</p> <p>Assist with the closure of Service Road for use as a staging area</p>
<p>Ambulance Victoria</p> <p>000</p>	<p>Role</p> <p>Immediate Action</p>	<p>Health Commander – Coordinate the medical and health response during the incident</p> <p>Proceed to staging area</p> <p>Prepare to provide triage, pre-hospital care and patient transport capability.</p> <p>Prepare to provide health monitoring to responding agencies</p>
<p>Airport Forward Commander (Car 2)</p> <p>0418 335 985</p>	<p>Role</p> <p>Immediate Action</p>	<p>Represent the Airport Commander at the forward command post and provide advice on the impact to aviation, until relieved by a Melbourne Airport security team member</p> <p>Preserve the integrity of safety and security for airside operations</p> <p>Proceed to staging area, adjacent to AFP House. Incident Controller may communicate a change to airfield access and staging area</p> <p>Control the emergency access gate (see airfield access) chosen by the Incident Controller until relieved by AFP or VicPol</p> <p>Arrange escorting of emergency vehicles to the incident</p> <p>Establish the FCP if requested by the Incident Controller, Police Forward Commander or Airport Commander</p>

Security Incident on Moving Aircraft

Airport IOC 03 9297 1601	Role	Activate emergency response, take calls from emergency line
	Immediate Action	Activate response agencies (inc. staging area and ICC location) Activate APAM emergency roles Establish the Emergency Reception Centre Continue passing new information from the emergency line to the IMT via the Airport Commander
Airline Contact List	Role	Facilitate relief and recovery of passengers, aircrew, and aircraft
	Immediate Action	Activate airline emergency procedures Provide passenger manifest to IOC Deploy staff to the Emergency Reception Centre
ARFFS 03 9286 3199	Role	Prepare to provide aviation rescue fire fighting
	Immediate Action	ARFFS Commander position at a location suitable to manage the incident Stage ARFFS resources in preparation for escalation Prepare to take over as Incident Controller if situation escalates to Aircraft Crash
Victoria Police 000	Role	Prepare to become the control agency once incident transitions to Active Armed Offender (Hijack) or Explosive Device response
	Immediate Action	Respond resources to the staging area Incident Commander respond to ICC and prepare to handover from Airservices Australia

Security Incident on Moving Aircraft

Definition

A security incident which occurs on an aircraft, including explosive device, hijack, or dangerous mental health issues causing threat to passengers, crew, or the aircraft.

Notes

Aircraft parking spot is nominated by Airservices Australia in consultation with CAR2 and is passed to the emergency services by IOC to 000.

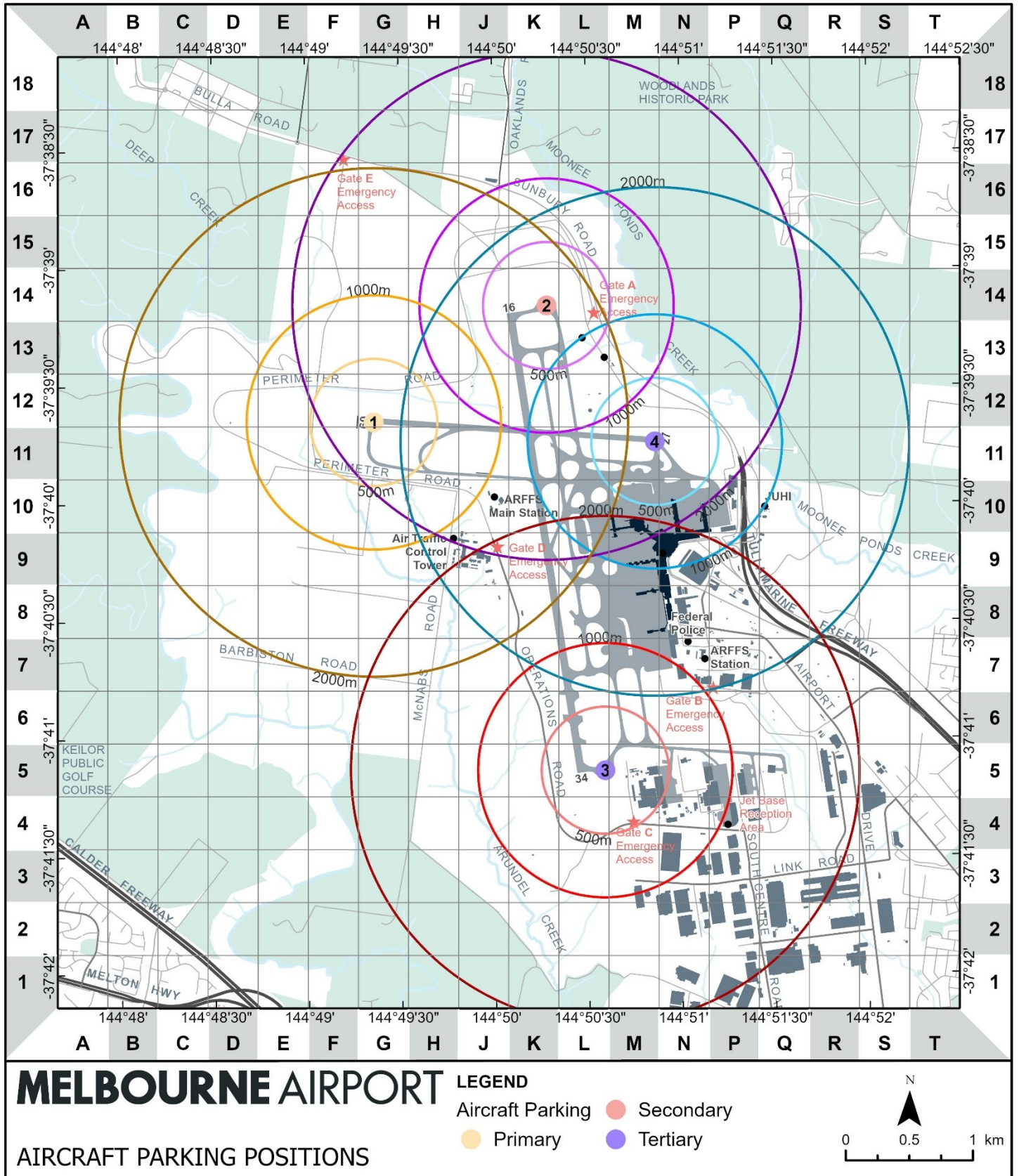
Control Agency Airservices are the control agency until the aircraft comes to a complete stop (including crash or disabled aircraft). At that point, the incident escalates to a crash or security event, thereby transferring control to the agencies in control of those incidents. Or agencies are stood down.

DJPR must be notified that this incident has occurred (through the DJPR State Duty Officer 0428 863 564) and be kept informed of any potential/actual economic impacts

Staging Area. Gate A will be used as the primary staging area.

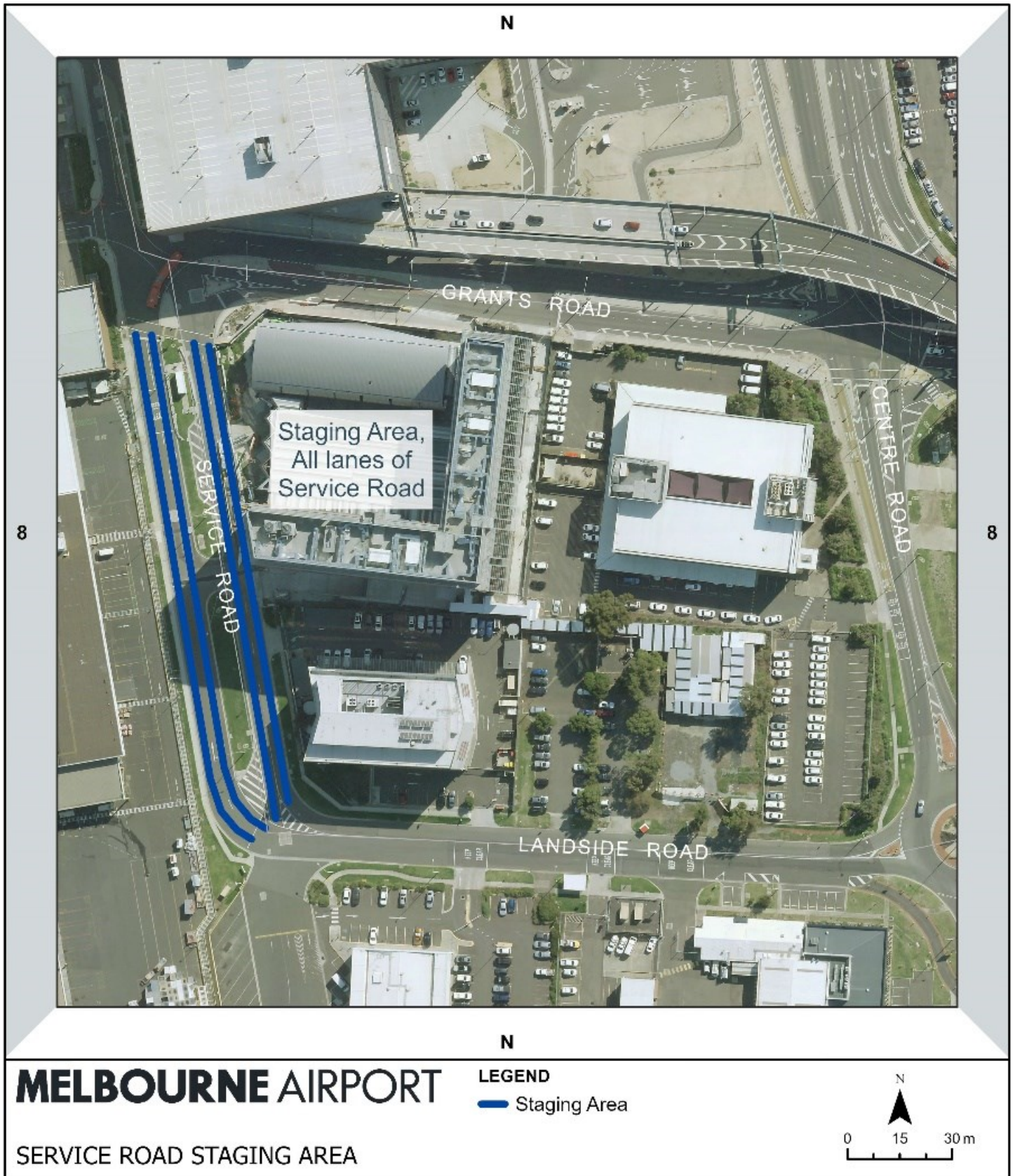
Victoria Police Activation. Airservices will make the first call 000 notifying Victoria Police of the incident details, the Airport IOC will also call 000 with further details on the access, staging and ICC locations.

Aircraft Parking Positions



Security Incident on Moving Aircraft

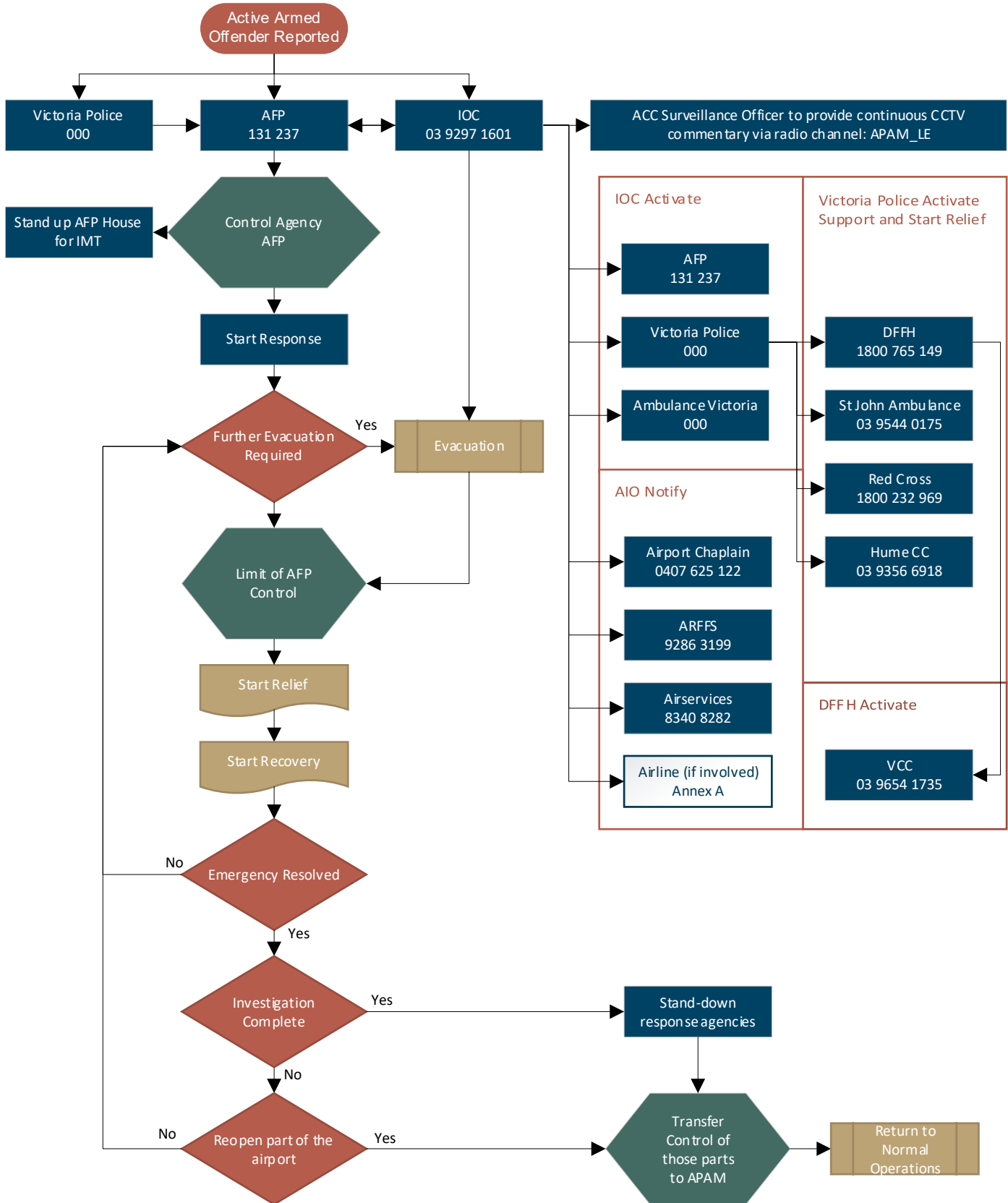
Staging Area



Control Agency
Victoria Police

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
3



Active Armed Offender

Victoria Police 000	Role	CONTROL AGENCY. Secure situation and assume incident control
	Immediate Action	Radio AFP for SITREP and FCP location Receive handover of control from AFP Control ICC
AFP 131 237	Role	INITIAL CONTROL AGENCY Secure situation and avoid further harm to public
	Immediate Action	Provide all sworn members to incident area, employ IARD until handover to Victoria Police AFP Duty Sergeant to identify a suitable FCP and tell Victoria Police Stand-up AFP House as the ICC room and provide building access
ABF 03 9339 1325	Role	Secure the Customs Controlled Area and marshal people in the CCA
	Immediate Action	Lock the CCA and hold passengers if safe or evacuate via safe route. Communicate plan with IOC Chief Warden on 9297 1601
Airport IOC 03 9297 1601	Role	Evacuate public and provide live CCTV commentary
	Immediate Action	Activate AFP then Victoria Police Evacuate effected areas Provide continuous CCTV commentary via APAM-LE radio Inform stakeholders of situation
Airport Terminal Coordinator 0448 316 390	Role	Airport Forward Commander
	Immediate Action	Assist with the evacuation, where safe to do so. Once safe to do so, represent the airport at the Police FCP
Airservices Australia 03 8340 8282	Role	Assist with public safety through aircraft positioning and communications
	Immediate Action	Stop all departing flights, until permitted by Victoria Police Inform pilots of aircraft on gates to lock doors Hold all arriving aircraft off gates Stop the departure of flights from other destinations

ARFFS 03 9286 3199	Role	Provide fire and first aid support if requested and safe to do so
	Immediate	Position resources in a safe location in preparation to support
	Action	once safe to do so

Definition

An active armed offender in the Melbourne Airport Response Area, including on an aircraft on chocks. For an aircraft in motion, see *Security Incident on a Moving Aircraft*

Notes

IOC must be notified immediately, by the caller, AFP, or Victoria Police, after the initial call to 000 or 131 237. This is so they can initiate the evacuation of public from the area, to minimise further harm to the public.

AFP Resources. AFP have the following resources available:

- Mobile Xray Machine
- Explosive detection dogs
- Extensive knowledge of the terminal building layout, with ability to escort emergency services via non-public areas.

Departures must stop. Airservices to stop departing flights until VicPol permits this. VicPol may need to confirm there is no threat to passengers on board, or no suspect persons onboard.

DJPR must be notified that this incident has occurred (through the DJPR State Duty Officer 0428 863 564) and be kept informed of any potential/actual economic impacts

Forward Command Post is initially nominated by the AFP FPC and will be passed to VicPol via radio

Staging Area. Other than police, all other agencies shall report to the staging area until safe to move forward. Unless otherwise communicated, the staging area shall be all of Service Road, adjacent to AFP House. This allows easy access from the major arterial roads to the airfield and terminal.

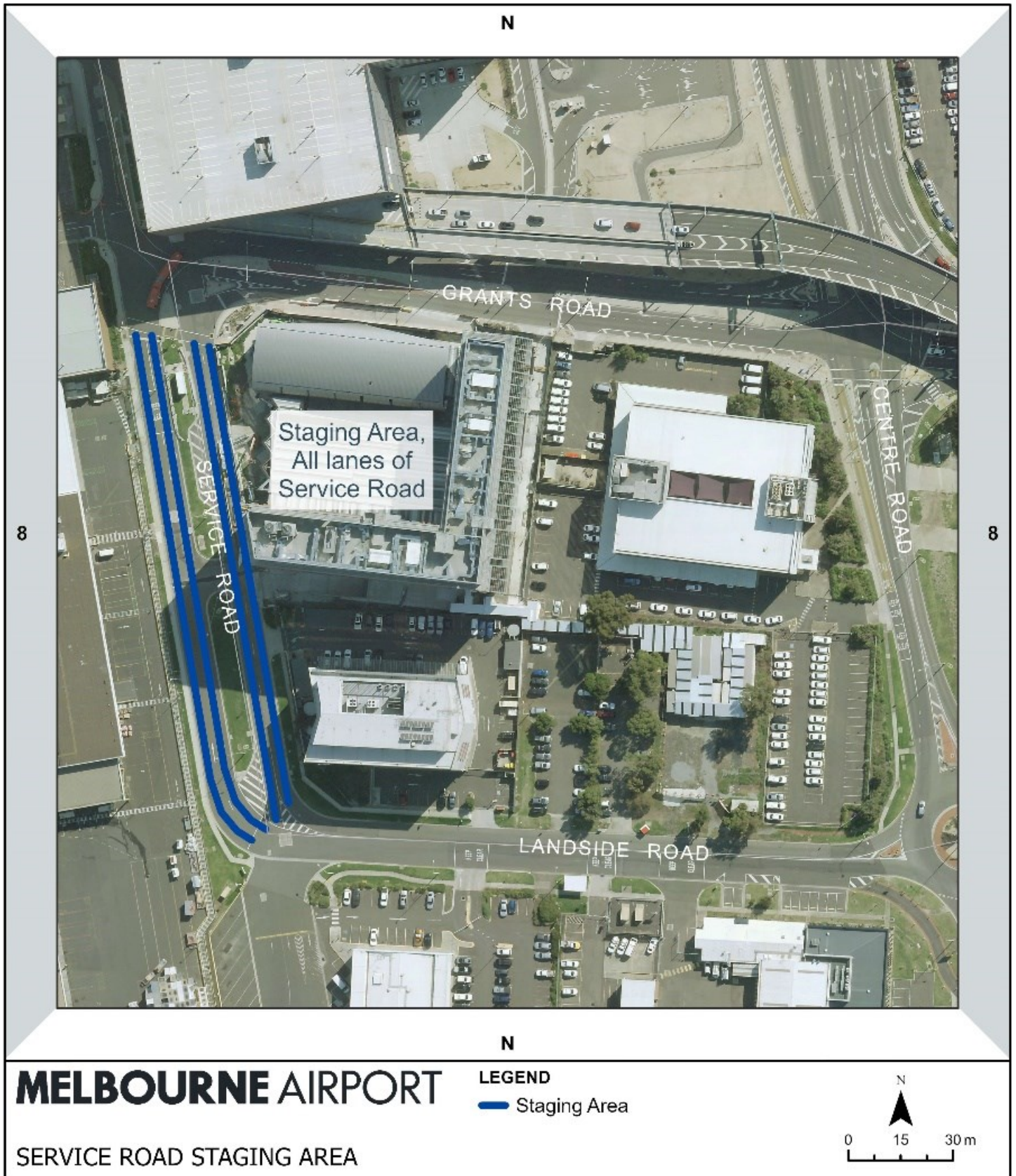
Communications

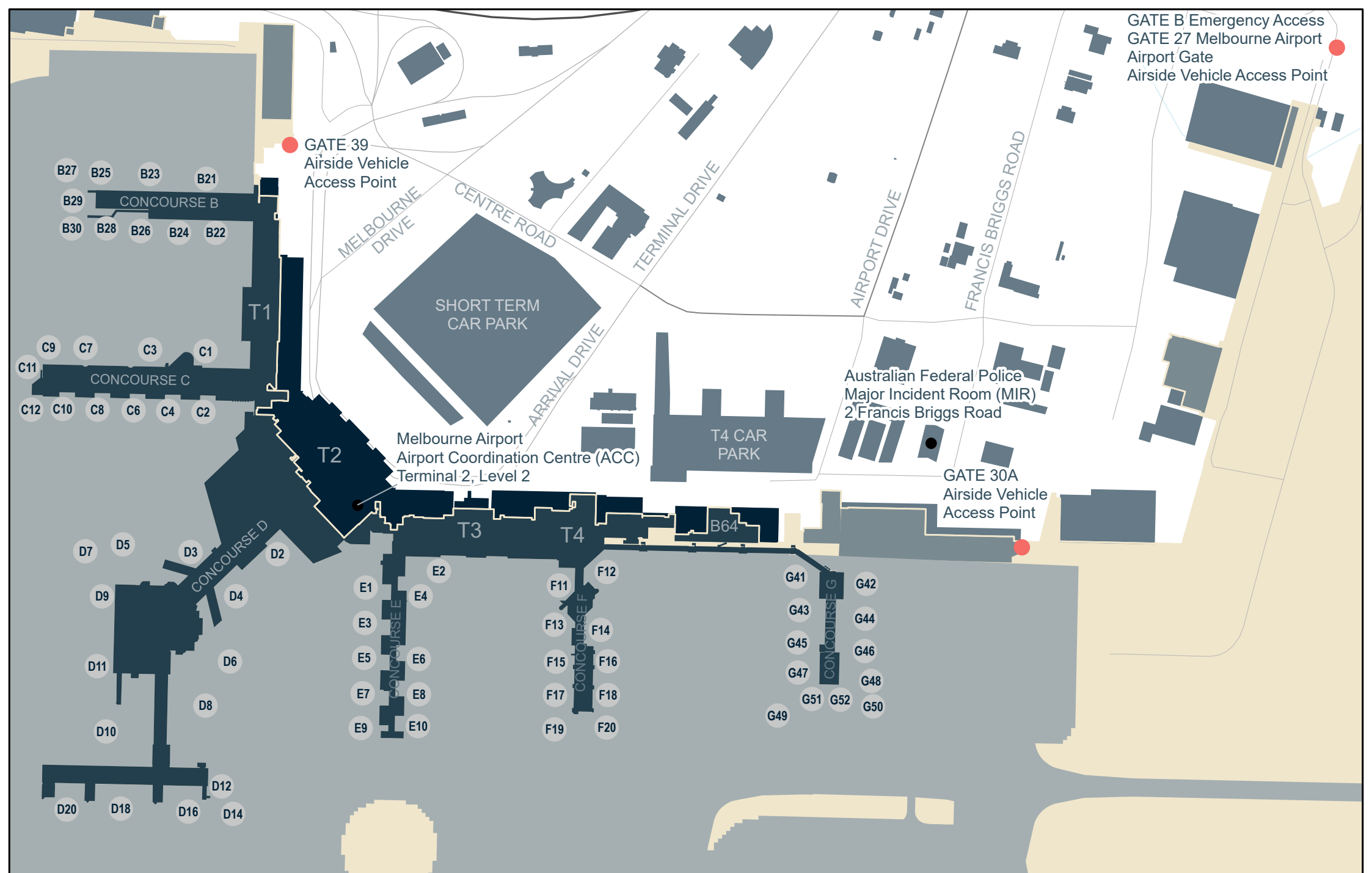
APAM_LE The IOC will provide continuous commentary of CCTV on the current location, description, actions of the offender and any other relevant information. This is provided on specific radios with the dedicated APAM_LE channel.

AFP-VicPol communications can occur on the Victoria Police radio network. AFP Duty Sergeant must always carry and monitor VicPol radio.

Active Armed Offender

Staging Area





GATE B Emergency Access
 GATE 27 Melbourne Airport
 Airport Gate
 Airside Vehicle Access Point

GATE 39
 Airside Vehicle
 Access Point

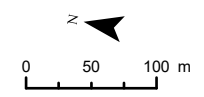
GATE 30A
 Airside Vehicle
 Access Point

Australian Federal Police
 Major Incident Room (MIR)
 2 Francis Briggs Road

Melbourne Airport
 Airport Coordination Centre (ACC)
 Terminal 2, Level 2

MELBOURNE AIRPORT

- LEGEND**
- Security Restricted Area
 - Main Terminal
 - Terminal Airside
 - Building
 - Gates



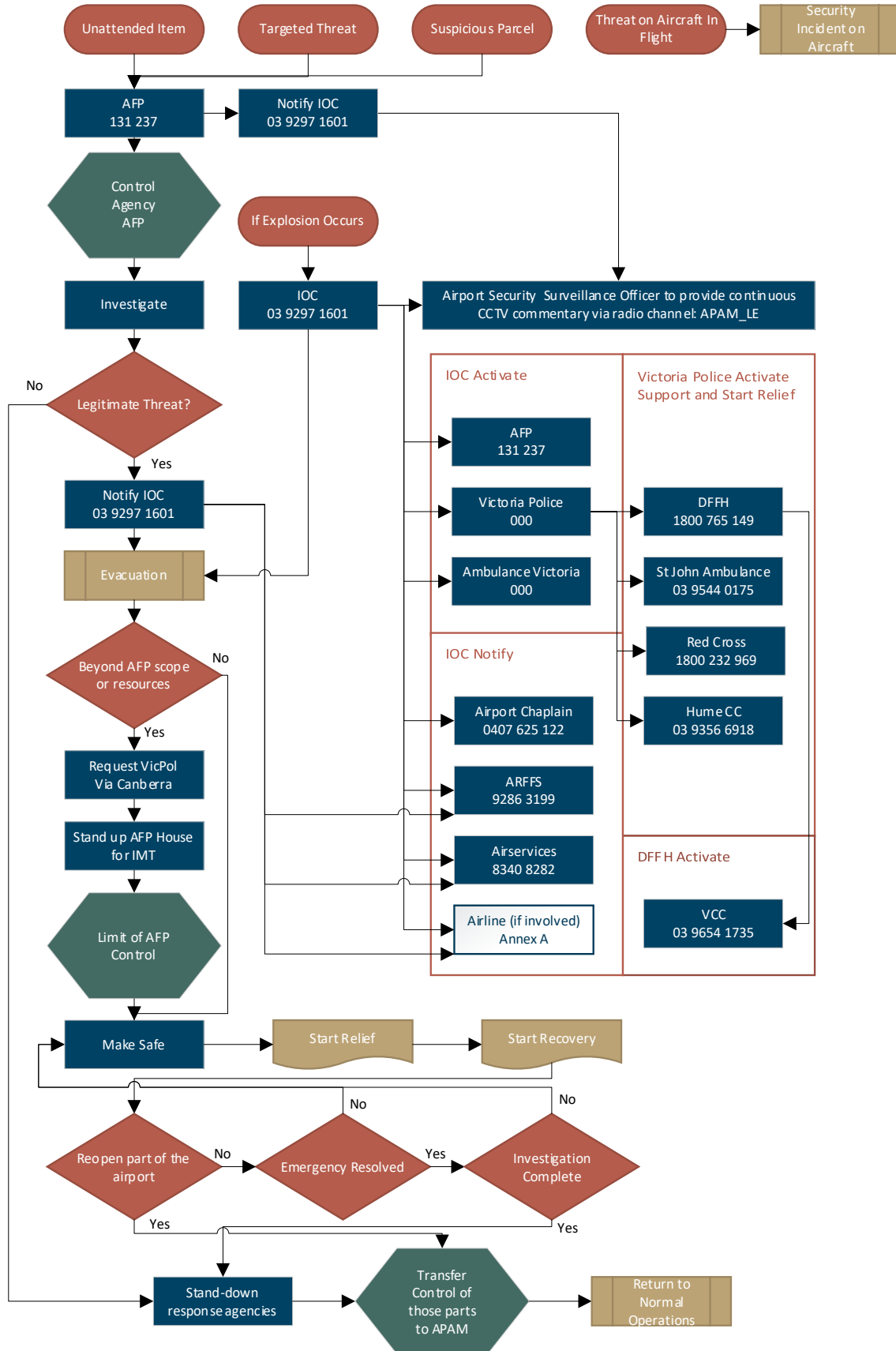
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Control Agency
Victoria Police

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
3



Explosive Device

<p>Victoria Police</p> <p>000</p>	<p>Role</p> <p>Immediate Action</p>	<p>CONTROL AGENCY</p> <p>Provide security, investigation and incident control capability when required under the SEMP, or when beyond the capabilities of AFP.</p> <p>Receive handover from AFP</p> <p>Make safe</p>
<p>AFP</p> <p>131 237</p>	<p>Role</p> <p>Immediate Action</p>	<p>INITIAL CONTROL AGENCY</p> <p>Provide security, investigation and incident control within the scope and capabilities of AFP</p> <p>Investigate threat with Rapid Appraisal Officers, x-rays and/or detector dogs</p> <p>Evacuate, cordon, and contain</p> <p>Establish FCP</p> <p>Make safe or handover to Victoria Police</p>
<p>Ambulance Victoria</p> <p>000</p>	<p>Role</p> <p>Immediate Action</p>	<p>Prepare to provide triage, pre-hospital care and patient transport capability.</p> <p>Prepare to provide health monitoring to responding agencies</p> <p>Proceed to staging area</p>
<p>Airport IOC</p> <p>03 9297 1601</p>	<p>Role</p> <p>Immediate Action</p>	<p>Activate emergency response, take calls from emergency line</p> <p>Activate response agencies (inc. staging area and ICC location)</p> <p>Activate APAM emergency roles</p> <p>Establish the Emergency Reception Centre</p> <p>Continue passing new information from the emergency line to the IMT via the Airport Commander</p>
<p>ARFFS</p> <p>03 9286 3199</p>	<p>Role</p> <p>Immediate Action</p>	<p>Provide fire and first aid support if requested and safe to do so</p> <p>Position resources in a safe location in preparation to support once safe to do so</p>

Definition

An explosive device found or threatened to be in the Melbourne Airport Response Area, including a parked aircraft. For an aircraft in motion, see *Security Incident on a Moving Aircraft*

Notes

AFP Resources. AFP have the following resources available:

- Mobile Xray Machine
- Explosive detection dogs
- Extensive knowledge of the terminal building layout, with ability to escort emergency services via non-public areas.

DJPR must be notified that this incident has occurred (through the DJPR State Duty Officer 0428 863 564) and be kept informed of any potential/actual economic impacts

Forward Command Post is initially nominated by the AFP FPC and will be passed to Victoria Police via radio

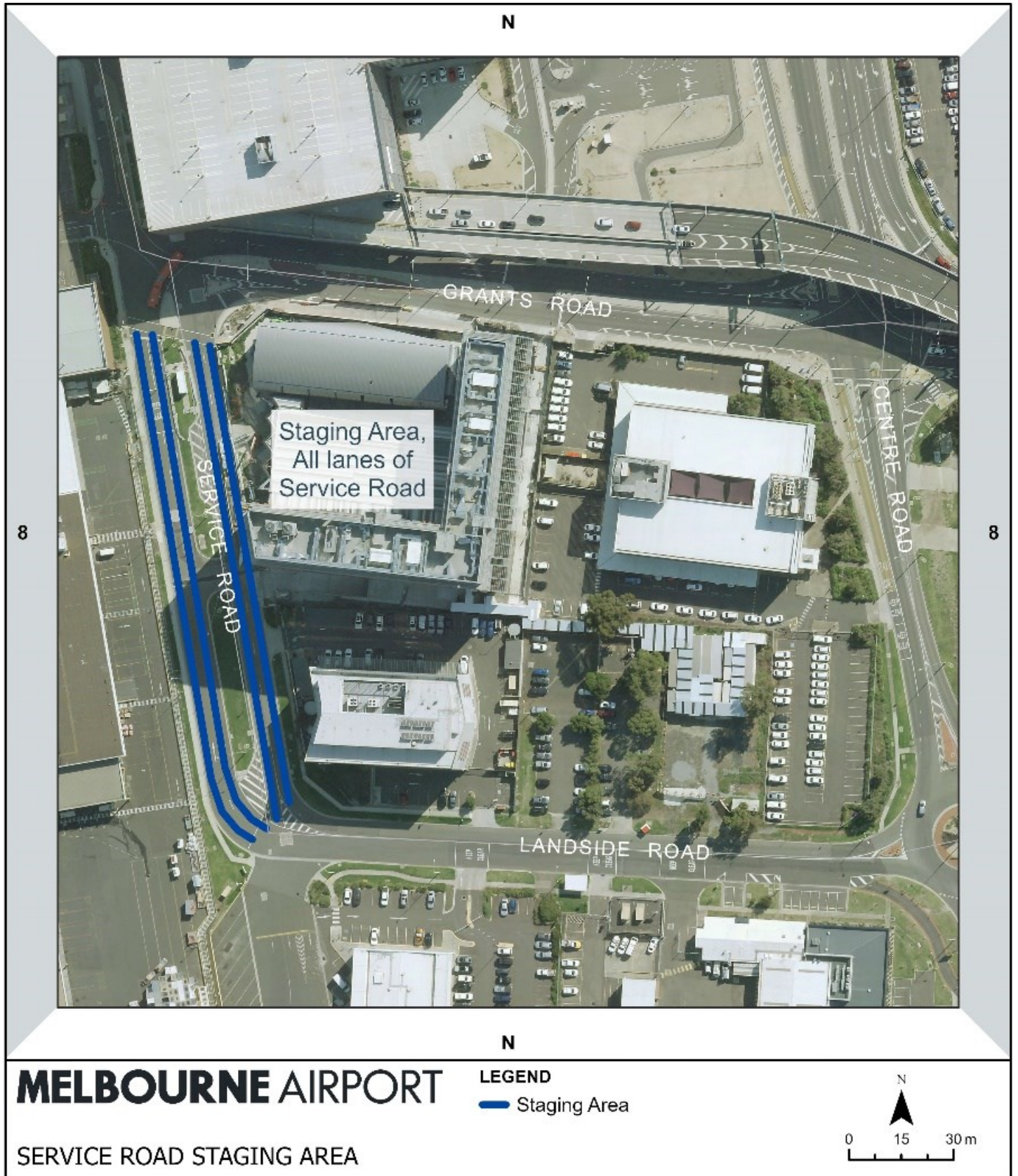
Staging Area. Other than police, all other agencies shall report to the staging area until safe to move forward. Unless otherwise communicated, the staging area shall be all of Service Road, adjacent to AFP House. This allows easy access from the major arterial roads to the airfield and terminal.

Communications

APAM_LE The IOC will provide continuous commentary of CCTV on the current location, description, actions of the offender and any other relevant information. This is provided on specific radios with the dedicated APAM_LE channel.

Explosive Device

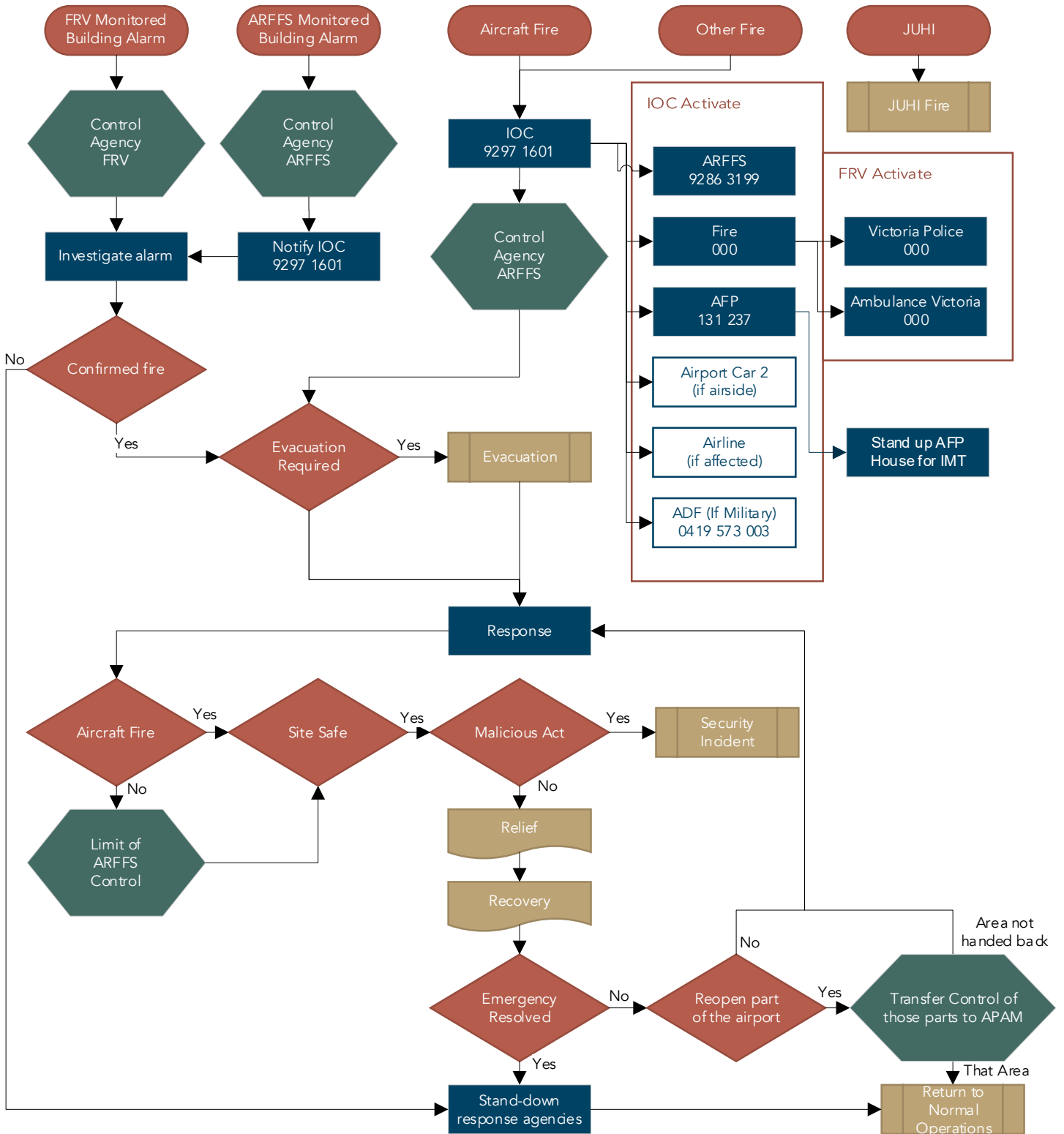
Service Road is the primary staging area for Explosive Device



Control Agency
ARFFS or FRV

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
1



Fire

ARFFS 03 9286 3199	Role	CONTROL AGENCY – Aircraft fire
	Immediate Action	<p><u>For airfield fire:</u> Inform Car 2 or IOC if a change from Gate 27 required (e.g. grey box forest fire, aircraft hangars etc) Confirm with Car 2 if all emergency services are to be escorted through, or if they are to be kept at the staging area.</p> <p><u>For terminal or landside fire:</u> Respond directly to incident Provide handover to FRV on arrival</p>

FRV 000	Role	CONTROL AGENCY – All other fires
	Immediate Action	<p><u>For airfield fire:</u> Proceed to the emergency access gate (see airfield access) to be escorted</p> <p><u>For terminal or landside fire:</u> Respond directly to incident Receive handover from ARFFS</p>

AFP 131 237	Role	Provide crowd and traffic control for any evacuation
	Immediate Action	Contact Airport IOC to understand evacuation plan and any effect on airport security

Airport Car 2 0418 335 985	Role	<p>Monitor safety of evacuees and emergency services</p> <p>Preserve the integrity of safety and security for airside operations</p>
	Immediate Action	<p>Ensure safety of airside evacuees</p> <p>If airside access required: Liaise with ARFFS commander for escort and staging requirements Arrange escorts to site for emergency services</p>

Airport IOC 03 9297 1601	Role	Activate emergency services and evacuate terminal if necessary.
	Immediate Action	<p>Activate emergency services to respond via the emergency access gate (see airfield access).</p> <p>If terminal fire, evacuate area, as Chief Warden</p>

Ambulance Victoria 000	Role	Provide triage, pre-hospital care and patient transport Provide health monitoring for response agencies
	Immediate Action	If airfield, proceed to the emergency access gate (see airfield access) and await escort
Victoria Police 000	Role	Incident Emergency Response Coordinator
	Immediate Action	Attend ICC

Definition

Aircraft fire is where an aircraft is seen to be on fire or there is an indication of fire within an aircraft on the ground. This may include fire in the cargo hold, in the cabin or any part of the aircraft.

Building alarm is the automatic activation of a fire service monitored building. Melbourne Airport has a mix of both ARFFS and FRV monitored buildings.

JUHI fire is the automatic alarm or confirmed fire at the Joint User Hydrant Facility fuel farm. This fire has its own response section in the AEP.

Other fires include building fire, gas leaks, vehicle accidents, grass, or bush fire encroaching on the airport.

Notes

Access to Airfield. Due to the unfamiliar nature of the Airfield environment and CASA regulations, all emergency vehicles must be escorted, maximum of two vehicles per escort. The FRV Commander will be escorted immediately on arrival to the emergency access gate (see airfield access). The remaining emergency service vehicles are to stage and wait to be called forward with an escort, in the priority the FRV Commander determines. Emergency vehicles are not to be handed over to ARFFS once on site, they must be handed over to an escort who must remain on site (e.g. an ASO, WSO or other appropriately responsible airport employee or contractor).

Airfield access and staging area shall be Gate 27 unless ARFFS Commander determines a better location for the incident.

Control Agencies

ARFFS are the control agency for an aircraft fire and is the initial control agency for ARFFS monitored buildings and other fires until a handover to FRV is conducted.

FRV are the control agency for all fires except aircraft fire or fires north of the airfield fence.

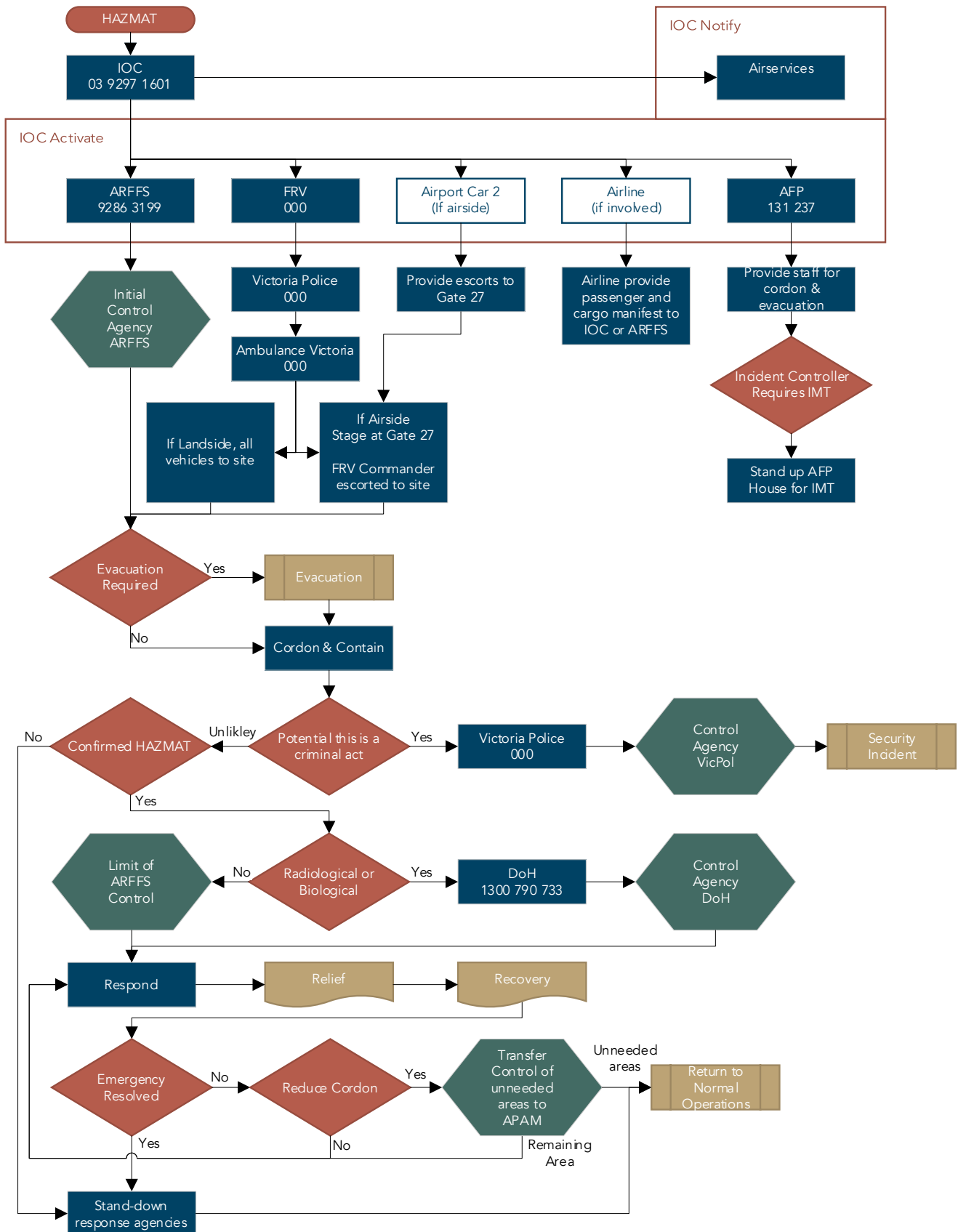
CFA are the control agency for fire north of the airfield fence (e.g. grass fire, bush fire, solar farm).

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Control Agency
Fire Rescue Victoria

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
1



HAZMAT

<p>Fire Rescue Victoria 000</p>	<p>Role Immediate Action</p>	<p>CONTROL AGENCY – except Biological and Radioactive materials or aircraft fuel spill Provide HAZMAT response</p> <p>Receive handover from ARFFS if on scene <u>If landside:</u> Proceed to site <u>If on Airfield:</u> Proceed to emergency access gate (see airfield access) and await escort FRV commander to be escorted to site immediately Liaise with ARFFS Commander and Airport Forward Commander on response planning</p>
<p>ARFFS 03 9286 3199</p>	<p>Role Immediate Action</p>	<p>CONTROL AGENCY for aircraft fuel spill Support Agency for FRV controlled incident on airfield</p> <p>Provide handover to FRV on arrival (except for aircraft fuel spill) Obtain passenger and cargo manifest from airline or Airport IOC if airline related Establish cordon</p>
<p>Department of Health 1300 790 733</p>	<p>Role Immediate Action</p>	<p>CONTROL AGENCY – Biological and Radioactive materials. Provide biological and radioactive HAZMAT control.</p> <p>Provide Incident Controller and confirm if ICC is required at AFP House</p>
<p>AFP 131 237</p>	<p>Role Immediate Action</p>	<p>Provide security and resourcing in support of VicPol</p> <p>If landside, attend site and provide traffic and crowd control for any evacuation. If an ICC is required, prepare AFP House</p>
<p>Airport Forward Commander (Car 2) 0418 335 985</p>	<p>Role Immediate Action</p>	<p>Airport Forward Commander if incident is outside the Terminal Preserve the integrity of safety and security for airside operations With the ARFFS Commander, encourage the Incident Controller to minimise the footprint required for the incident response, to minimise disruption to operations.</p> <p>Proceed to site and liaise with Incident Controller Arrange the immediate escort of FRV Commander from the emergency access gate (see airfield access) upon their arrival. Plan the escort of all other emergency vehicles from the emergency access gate (see airfield access) to site, when required by Incident Controller</p>

Airport IOC 03 9297 1601	Role	Activate emergency response, take calls from emergency line
	Immediate Action	Activate response agencies to respond to the emergency access gate (see airfield access). Obtain passenger and cargo manifest from airline, if applicable
Ambulance Victoria 000	Role	Health Commander – Coordinate the medical and health response during the incident
	Immediate Action	Proceed to emergency access gate and staging area (see airfield access) and await further instructions from the IC Provide triage, pre-hospital care and patient transport capability. Provide health monitoring to responding agencies
Victoria Police 000	Role	IERC or MERC for ICC
	Immediate Action	IERC/MERC to confirm with AFP, if ICC is required at AFP House

Definition

HAZMAT is the presence of a known chemical liquid, powder or gas, or an unknown substance that requires a physical inspection in the appropriate HAZMAT equipment.

Biological or radioactive HAZMAT is the uncontrolled presence of biological or radioactive materials. Examples could be damaged vaccination supplies (biological) or damaged survey equipment (radioactive).

Notes

Access to Airfield. Due to the unfamiliar nature of the Airfield environment and CASA regulations, all emergency vehicles must be escorted, maximum of two vehicles per escort. The FRV Commander will be escorted immediately on arrival at the emergency access gate (see airfield access). The remaining emergency service vehicles are to stage and wait to be called forward with an escort, in the priority the FRV Commander determines. Emergency vehicles are not to be handed over to ARFFS once on site, they must be handed over to an escort who must remain on site (e.g. an ASO, WSO or other appropriately responsible airport employee or contractor).

Emergency access gate and staging area shall be Gate B/27 unless ARFFS Commander determines a better location for the incident.

Control Agencies:

FRV are control agency for HAZMAT.

DoH are control agency for HAZMAT Biological and Radioactive unless it is weaponised or suspected to be part of a criminal act. Incident becomes a Class 2 emergency.

HAZMAT

ARFFS are likely to be the initial control agency due to their proximity to the incident. If required, they will cordon the area, start the evacuation phase, and begin investigation (such as gathering manifests, MSDS etc.). ARFFS may handover to FRV prior to their arrival on scene, by mutual agreement.

DJPR must be notified if the incident has, or potentially has, an economic impact to the State (through the DJPR State Duty Officer 0428 863 564)

Drainage system. If any substance has the potential to enter the stormwater drainage system, Melbourne Airport environmental team (via Airport IOC) must be notified immediately so action can be taken to prevent it traveling to the Melbourne Water catchments.

Environmental Protection Melbourne Airport environment team will be notified, via an internal SOP, of any liquid spill, so they can quickly arrange for drains to be isolated. Additionally, the Environmental Protection Agency may be activated by FRV in response to HAZMAT incident.

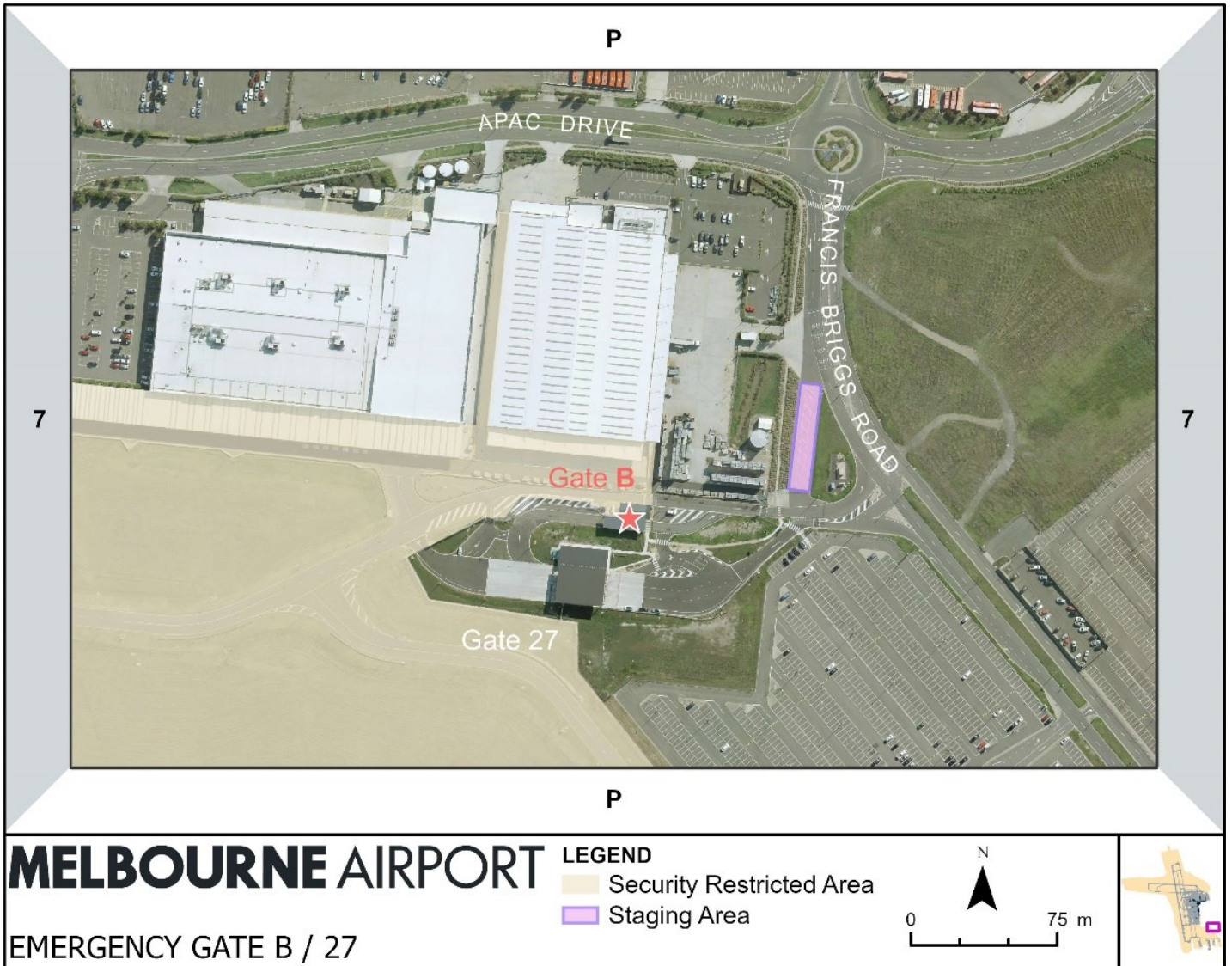
Fuel Spill. ARFFS are responsible for responding to an aircraft fuel spill. ARFFS will activate FRV if the incident is beyond the capability of ARFFS or significantly affects ARFFS response category.

RPAS. FRV's standard level 3 alarm will deploy RPAS (Drones) to the incident. However, RPAS must not be used within 5.5km of the airport, without Airservices approval. The use of RPAS must be carefully coordinated to avoid unnecessary impact to Melbourne and Essendon airports. 'Unknown' RPAS may be disabled or destroyed by the AFP or the airport.

Security Incident. If there is a suspicion that any HAZMAT incident is the result of an intentional malicious act, or is weaponised, this becomes a security incident, and AFP and VicPol should be notified immediately.

Emergency Access Gate B

Primary response gate for Fire and HAZMAT

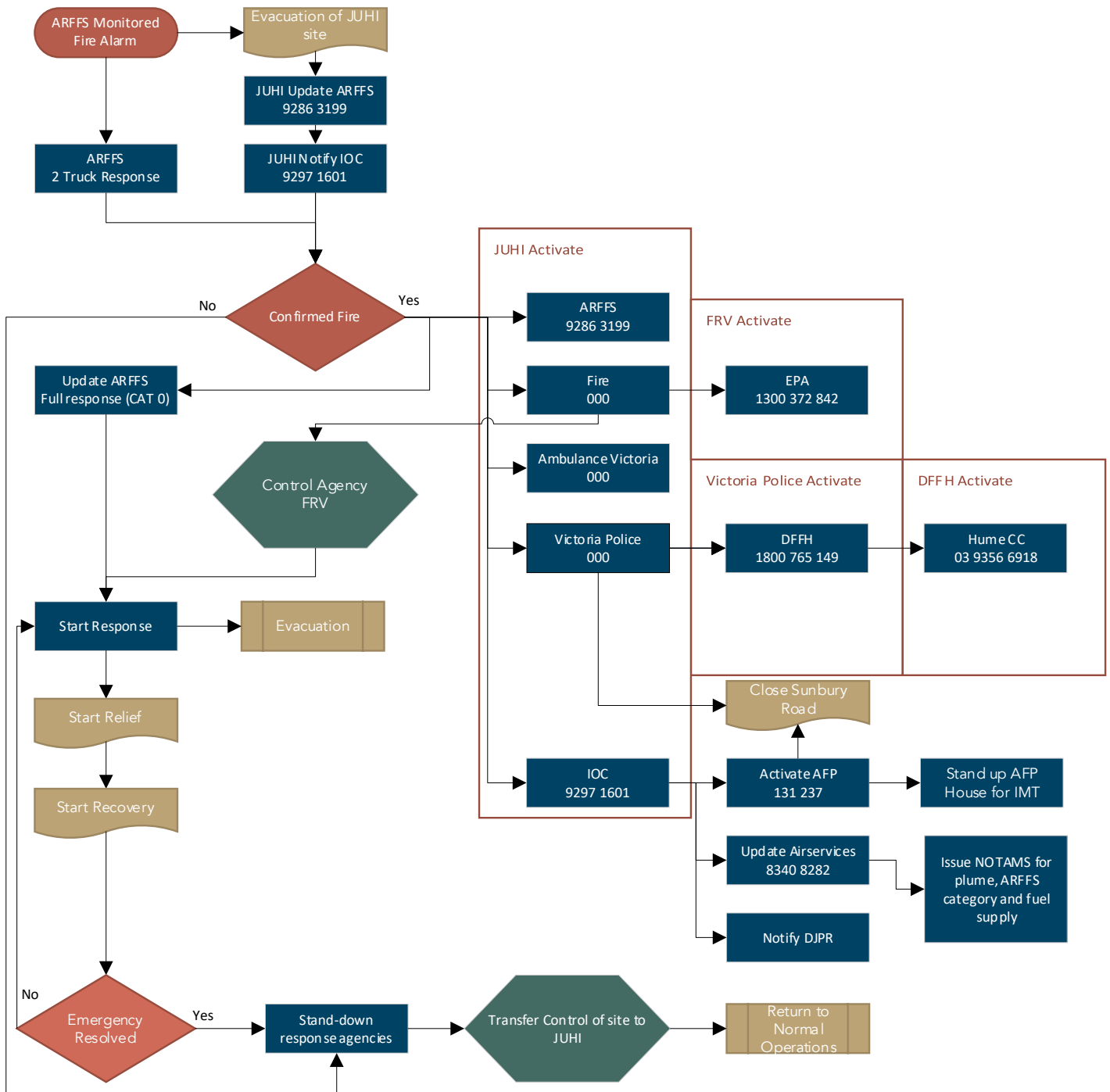


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Control Agency
Fire Rescue Victoria

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class **1**



JUHI Fire

<p>FRV</p> <p>000</p>	<p>Role</p> <p>Immediate Action</p>	<p>CONTROL AGENCY</p> <p>Fire and HAZMAT response</p> <p>Respond appliances to staging area on Centre Road</p> <p>Respond Control Unit to Holiday Inn forecourt</p> <p>Respond Commander to ICC</p>
<p>AFP</p> <p>131 237</p>	<p>Role</p> <p>Immediate Actions</p>	<p>Provide initial traffic management for staging area</p> <p>Operate the ICC and provide access</p> <p>Close Centre Road, Sunbury-bound lanes for Staging Area</p> <p>Prepare the AFP House Major Incident Room for ICC use</p> <p>Provide building access for ICC members</p>
<p>Airlines</p> <p>Contact List</p>	<p>Role</p> <p>Immediate Action</p>	<p>Prepare for significant airline network delays</p> <p>Notify respective airline operations centres</p> <p>Consider fuel tankering on inbound flights</p>
<p>Airport Forward Commander</p> <p>(Car 2)</p> <p>0418 335 985</p>	<p>Role</p> <p>Immediate Action</p>	<p>Airport Forward Commander at the forward command post, providing advice on the impact to aviation</p> <p>Attend the forward command post, Holiday Inn forecourt</p>
<p>Airport IOC</p> <p>03 9297 1601</p>	<p>Role</p> <p>Immediate Action</p>	<p>Facilitate communications to the aviation industry and coordinate airport resources</p> <p>Activate AFP</p> <p>Notify Airservices and airlines</p> <p>Activate Facilities Manager to consider smoke impact on air-conditioning and people within the airport precinct</p> <p>Activate Environment Team to attend Holiday Inn forecourt</p>

<p>Airservices Australia 03 8340 8282</p>	<p>Role Immediate Action</p>	<p>Coordinate changes to flights and communicate situation to aircraft</p> <p>Communicate changes to ARFFS category, fuel unavailability, smoke, airspace or runway closures, or closure of terminal buildings</p> <p>Notify aircraft in flight, facilitate diversions</p> <p>Update ATIS</p> <p>Issue NOTAMs</p>
<p>Ambulance Victoria 000</p>	<p>Role Immediate Action</p>	<p>Health Commander – Coordinate the medical and health response during the incident</p> <p>Proceed to emergency staging area (see airfield access) and await further instructions from the IC</p> <p>Provide triage, pre-hospital care and patient transport capability.</p> <p>Provide health monitoring to responding agencies</p>
<p>ARFFS 03 9286 3199</p>	<p>Role Immediate Action</p>	<p>Initial fire investigation and response capability until relieved by FRV</p> <p>Investigate alarm, or,</p> <p>For a confirmed fire, respond all appliances to JUHI facility and suppress fire</p>
<p>EPA 1300 372 842</p>	<p>Role Immediate Action</p>	<p>Provision of advice and information services to attempt to mitigate pollution of the Moonee Ponds Creek</p> <p>Provide support either physically at the FCP or remotely, as requested by the Incident Commander</p>
<p>JUHI 03 8346 6930</p>	<p>Role Immediate Action</p>	<p>Activation of installed fire suppression and provision of SME advice</p> <p>Initiate evacuation</p> <p>Call 000</p> <p>Call ARFFS 9286 3199</p> <p>Call IOC 9297 1601</p> <p>Manually activate installed fire suppression systems</p> <p>Attend the forward command post, Holiday Inn forecourt</p>
<p>Victoria Police 000</p>	<p>Role Immediate Action</p>	<p>Traffic Management</p> <p>Close Sunbury Road in both directions, at four locations, see following map, relieve AFP</p>

JUHI Fire

Definition

Any fire within the Joint User Hydrant Installation (JUHI) fuel farm, Marker Road, Tullamarine

Notes

DJPR must be notified that this incident has occurred (through the DJPR State Duty Officer 0428 863 564) and be kept informed of any potential/actual economic impacts

Firefighting Foams note the different foams in use may not be compatible:

ARFFS – Solberg RF6. ARFFS will use their foam if they determine the JUHI installation foam is not having an effect.

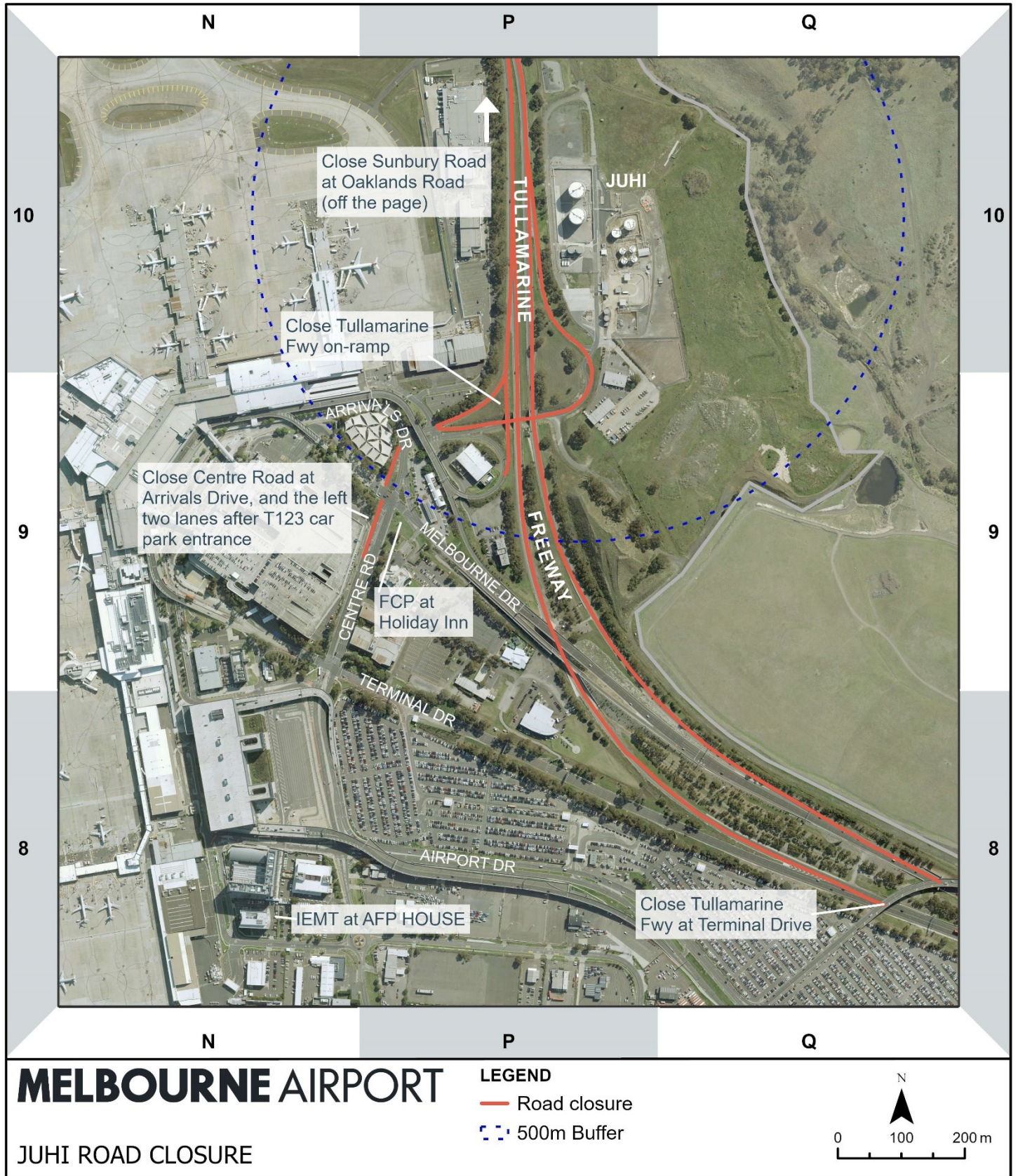
FRV & CFA – Solberg RF3X6ATC

JUHI

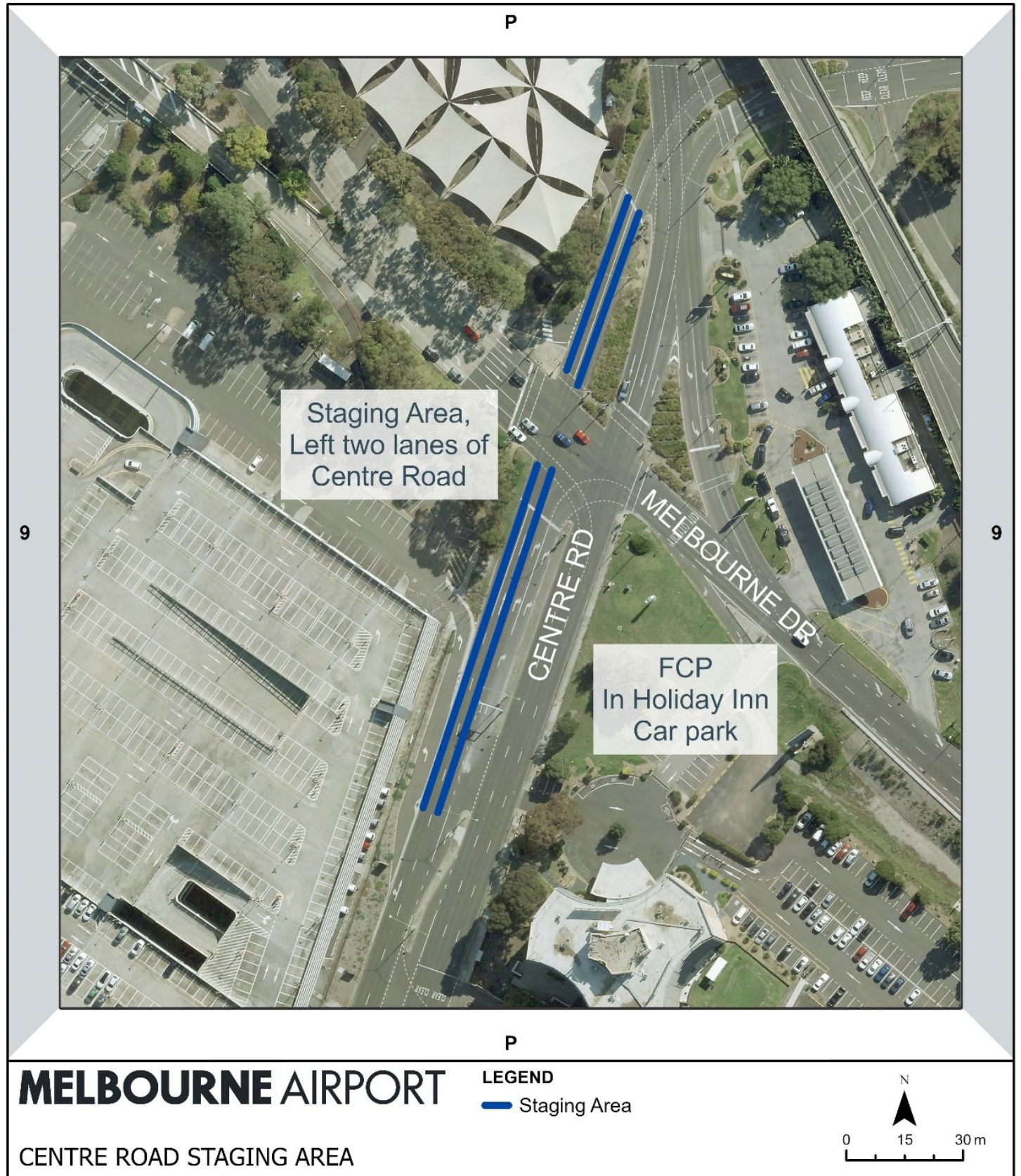
- Ansulite 3% AFFF Fluoroprotein Foam Concentrate: 14 x 200lt drum: Located on bunds across fire canon points onsite
- FP70: 1 x 1000lt Bulk IBC: Located next to the foam injection pumping station
- FP70: 1 x 200lts drum: Located at fire valve rack
- Respondol ATF 3/3 - 3%: 4 x 1000lt IBC: Located in tank 7 & 8 foam shed
- Thunderstorm W813a 1X3 AR-AFFF: 2 x 1000lt IBC: Located in tank 7 & 8 foam shed

Fuel and Capacity of the entire site is 31.22ML of JET-A1 Aviation Turbine Fuel (3YE)

Sunbury Road Closure



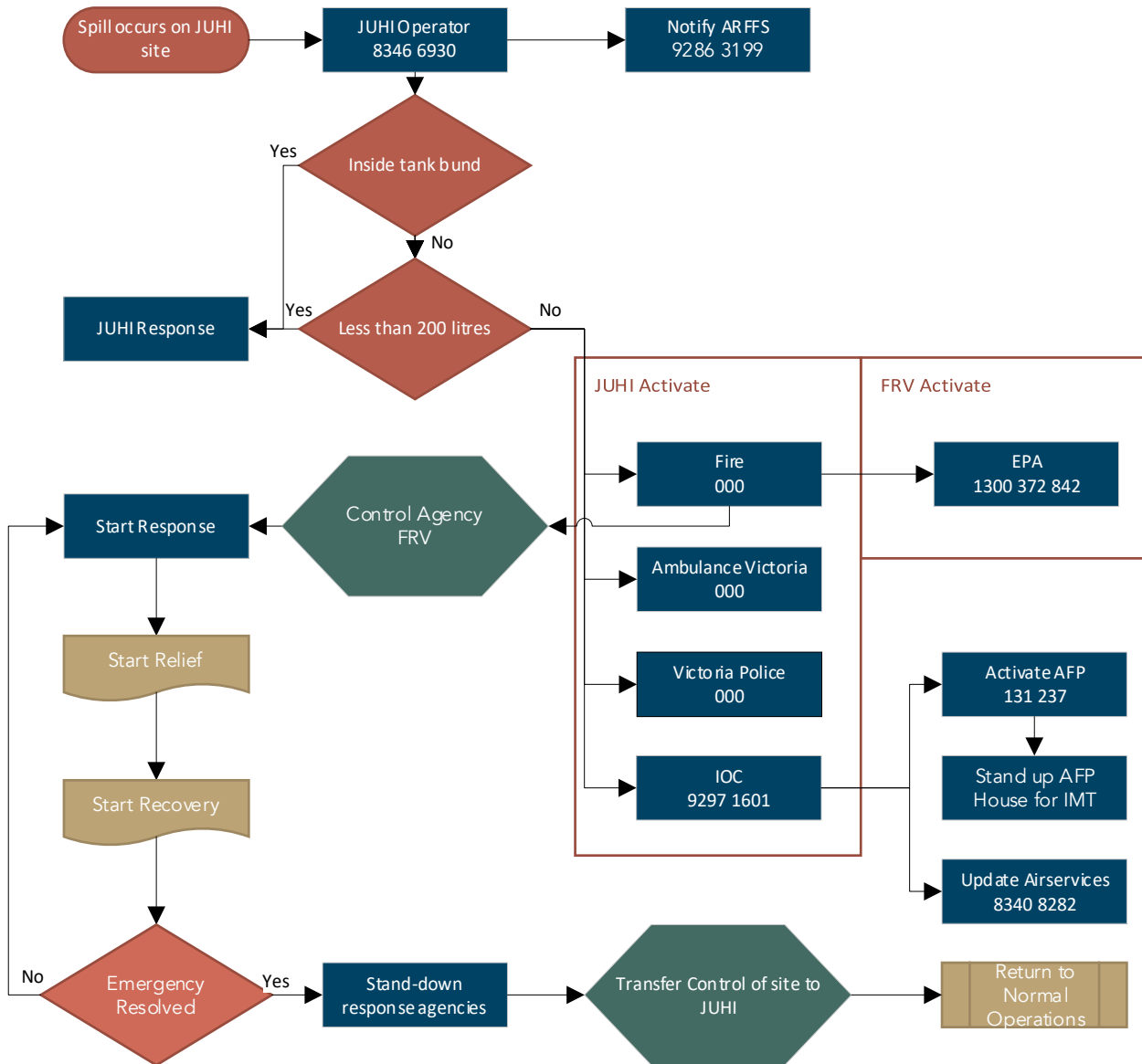
Staging Area



Control Agency
Fire Rescue Victoria

ICC Location
AFP House, 2 Francis Briggs Rd

Emergency Class
1



JUHI Fuel Spill

<p>FRV</p> <p>000</p>	<p>Role CONTROL AGENCY Fire and HAZMAT response and incident control capability</p> <p>Immediate Action Establish Forward Control Point at Holiday Inn</p>
<p>AFP</p> <p>131 237</p>	<p>Role Perform Policing function until the arrival of VicPol Activate ICC</p> <p>Immediate Actions Provide an AFP Commander to the FCP Commence traffic management around Staging area Handover to and support VicPol on arrival</p>
<p>Airport Forward Commander (Car 2)</p> <p>0418 335 985</p>	<p>Role Airport Forward Commander at the forward command post, providing advice on the impact to aviation</p> <p>Immediate Action Attend the FCP, Holiday Inn forecourt Coordinate the delivery of the FCP caravan to the Holiday Inn forecourt if required by FRV</p>
<p>Airport IOC</p> <p>03 9297 1601</p>	<p>Role Facilitate communications to the aviation industry and coordinate airport resources</p> <p>Immediate Action Activate Car 2 and APAM Environment Team to attend FCP Notify AFP</p>
<p>Ambulance Victoria</p> <p>000</p>	<p>Role Health Commander – Coordinate the medical and health response during the incident</p> <p>Immediate Action Proceed to staging area Prepare to provide triage, pre-hospital care and patient transport capability. Prepare to provide health monitoring to responding agencies</p>
<p>ARFFS</p> <p>03 9286 3199</p>	<p>Role Initial fire prevention capability until relived by FRV</p> <p>Immediate Action Attend JUHI and provide fire prevention/suppression</p>
<p>EPA</p> <p>1300 372 842</p>	<p>Role Provision of advice and information services to attempt to mitigate pollution of the Moonee Ponds Creek</p> <p>Immediate Action Provide support either physically at the FCP or remotely, as requested by the Incident Commander</p>

JUHI 03 8346 6930	Role	Provision of SME advice
	Immediate Action	Initiate evacuation and attempt to prevent spill from igniting or entering waterways Call FRV 000 Call ARFF 9286 3199 Call IOC 9297 1601 Attend the FCP, Holiday Inn forecourt
Victoria Police 000	Role	Traffic Management, if required
	Immediate Action	If required, close Sunbury Road in both directions, at four locations, see map in JUHI Fire section.

Definition

Any fuel spill over 200 litres, within the Joint User Hydrant Installation (JUHI), not contained within the tank fuel bunds.

Notes

DJPR must be notified if the incident has, or potentially has, an economic impact to the State (through the DJPR State Duty Officer 0428 863 564)

Forward Command Post. The Holiday Inn forecourt will be the initial location for the Forward Control Point.

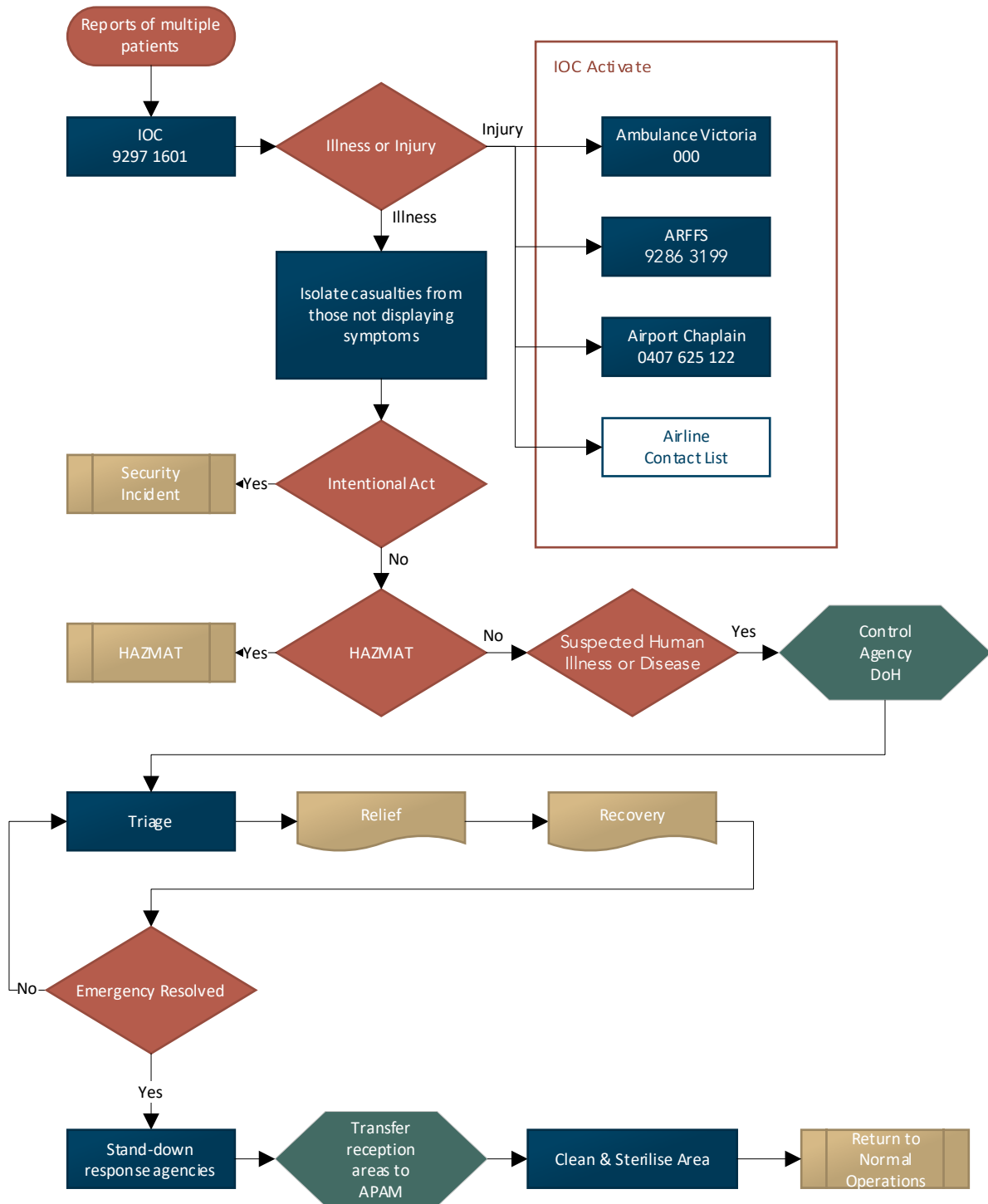
Sunbury Road Closure. If required, the road closure outlined in JUHI Fire should be activated.

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Control Agency
 Department of Health (Health)
 Ambulance Victoria (Medical)

IMT Location
 Airport IOC, Terminal 2

Emergency Class
 N/A



Human Health or Medical Emergency

Department of Health 1300 790 733	Role	CONTROL AGENCY Class 2 Health Emergencies
	Immediate Action	Establish IMT Provide specialist advice
Ambulance Victoria 000	Role	CONTROL AGENCY Medical Emergencies
	Immediate Action	Provide triage, pre-hospital care and patient transport capability.
Airport IOC 03 9297 1601	Role	Activate response agencies.
	Immediate Action	Activate agencies. Implement APAM emergency procedures.
ARFFS 03 9286 3199	Role	Initial response for life threatening medical emergencies
	Immediate Action	Respond to scene Provide first aid and resuscitation until AV arrive

Definition

A class 2 health emergency is the initial detection of any plague, epidemic or contamination incident that effects, or has the potential to effect humans. This includes retail food contamination, drinking water contamination and human disease.

A medical emergency that requires advanced care where if left untreated poses an immediate risk to a person's life or long-term health.

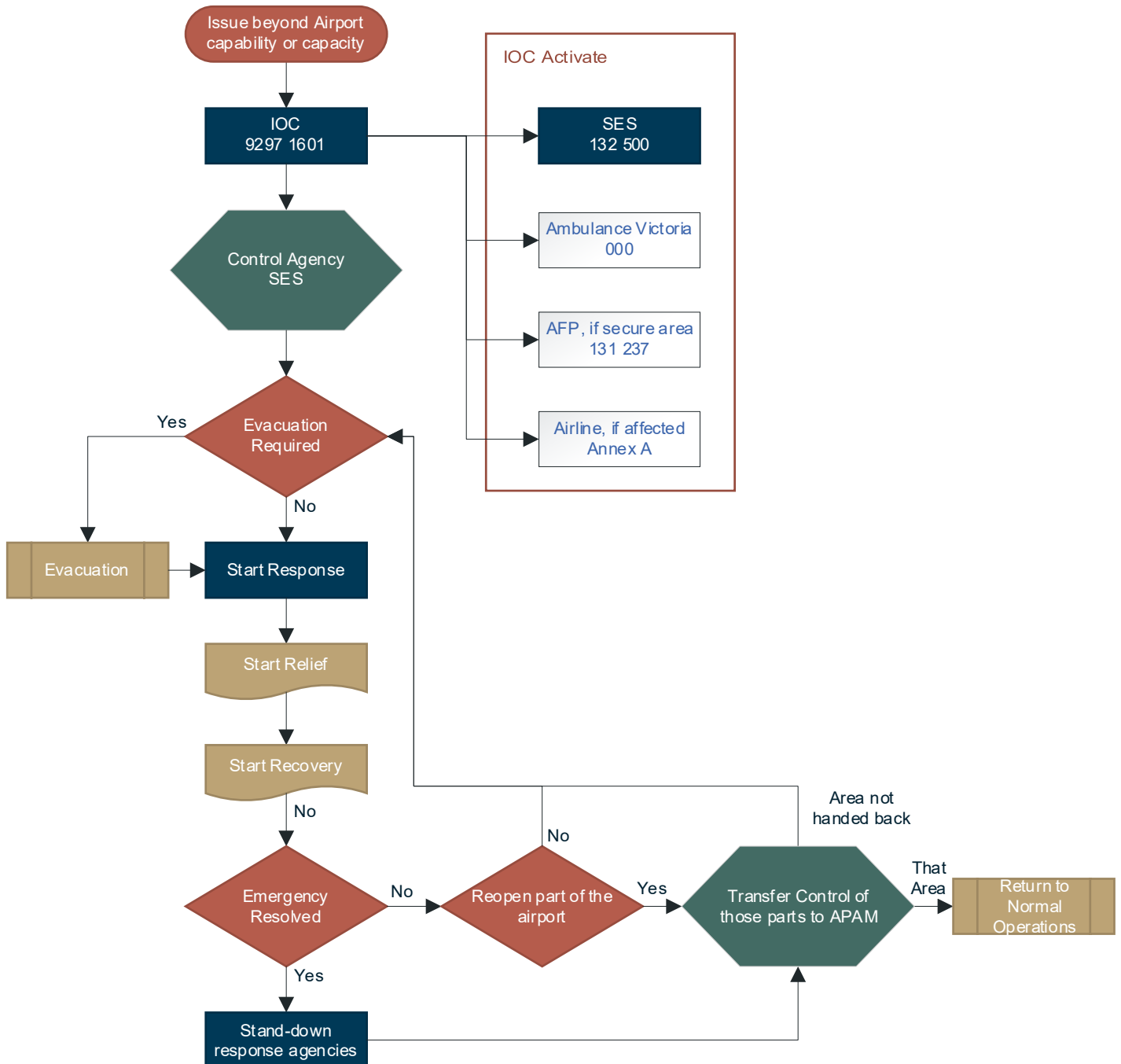
This does not include COVID-19.

Emergency access gate for Ambulance onto the airfield is Gate 39

Control Agency
Victoria SES

ICC Location
Airport IOC, Terminal 2

Emergency Class
1



Natural Disaster

VIC SES 132 500	Role Immediate Action	CONTROL AGENCY Provide natural disaster response capability. Establish IMT
AFP 131 237	Role Immediate Action	Provide security and crowd control policing if required. Contact Airport IOC to understand evacuation plan and any effect on airport security
Airport IOC 03 9297 1601	Role Immediate Action	Activate emergency response and facilitate recovery Activation of required agencies Coordinate evacuation of affected area if required
Ambulance Victoria 000	Role Immediate Action	If there are casualties, provide triage, pre-hospital care and patient transport capability. Respond to incident location

Definition

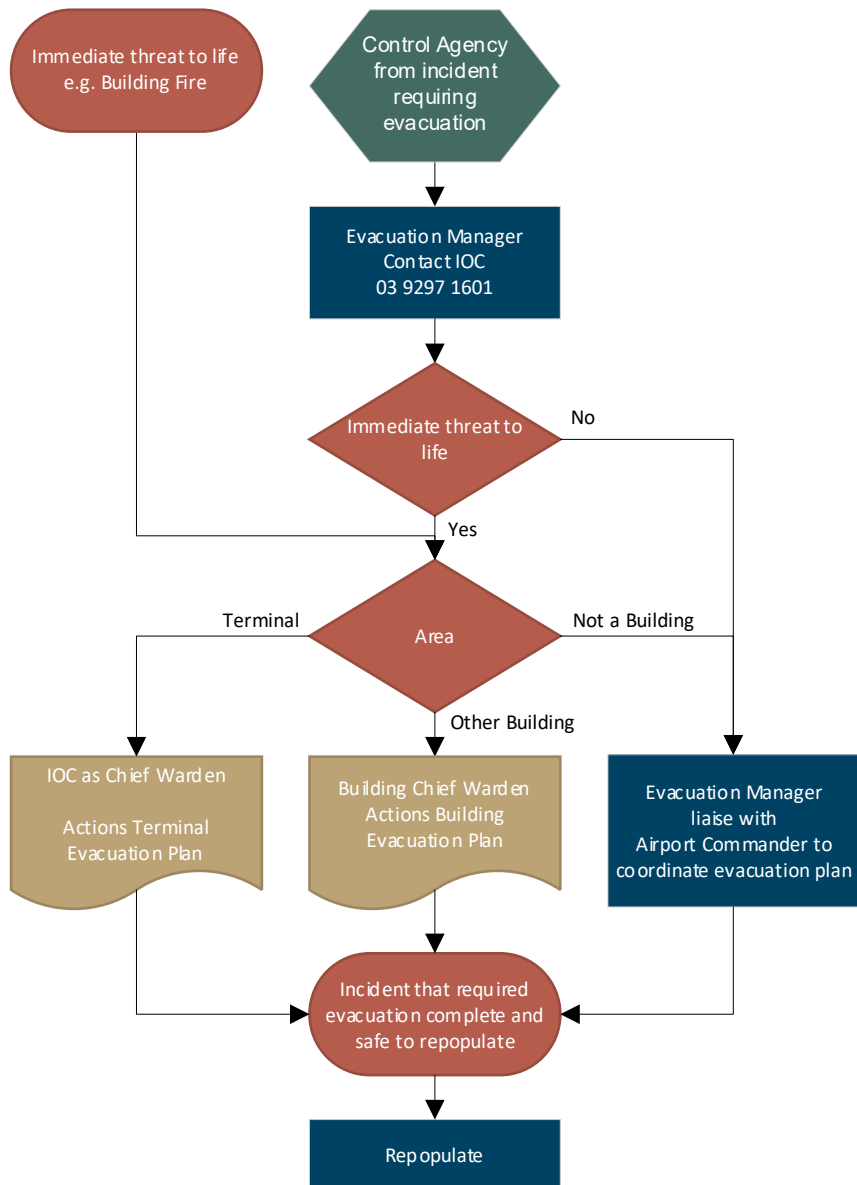
Natural disasters considered are flood, heatwave, earthquake, or storm affecting Melbourne Airport property.

Notes

Control Agency is SES. However, as the natural disaster is likely to have affected a wider geographic area than just the Melbourne Airport precinct, Melbourne Airport will likely deal with issues on its land to allow SES to concentrate elsewhere. The Airport Commander will keep the Incident Commander informed of readiness, response, and recovery progress.

Evacuation Manager
Victoria Police

Emergency Class
N/A



Evacuation

Victoria Police 000	Role	EVACUATION MANAGER
	Immediate Action	Liaise with Airport Commander to develop a coordinated evacuation plan
Airport IOC 03 9297 1601	Role	Chief Warden for Terminal
		Activate evacuation when there is an immediate threat to life or as directed by Airport Commander
	Immediate Action	For immediate threats to life, activate evacuation plan
AFP 131 237	Role	Assist Victoria Police with an orderly evacuation
	Immediate Action	Liaise with Evacuation Manager

Definition

Evacuations can vary from a small part of a single building to a large part of the airport precinct, depending on the incident causing a need for evacuation.

Spontaneous evacuations will be directed by the Chief Warden of the affected building, the Airport Commander, or the Control Agency of the incident causing the need for evacuation. This includes 'no notice' situations which have an immediate threat to life, such as, but not limited to:

- Building Fire
- Active Armed Offender
- Gas leak
- Natural Disaster
- Structural Failure

Deliberate evacuation will be ordinarily be managed by a Police Evacuation Manager in consultation with the Airport Commander and Control Agency of the incident. These are events that are not immediately obvious to the public and require an orderly evacuation plan to be carried out to avoid harm, such as, but not limited to:

- Explosive device
- HAZMAT
- Grass fire
- Smoke requiring shut down of building HVAC
- Potential for structural failure

Notes

Terminal Evacuation

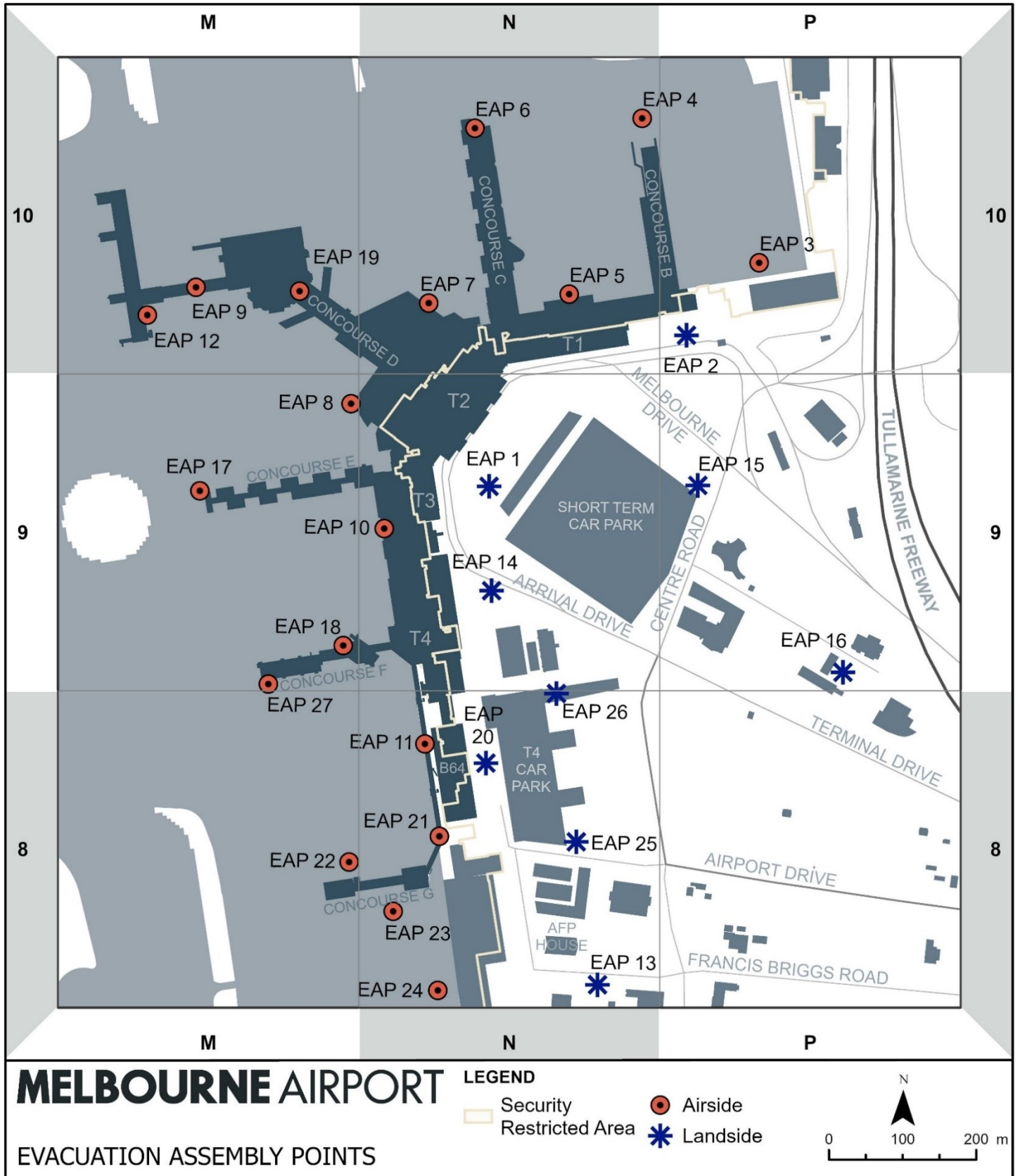
- The IOC is the Chief Warden and can use the EWIS & PA to make evacuation announcements.
- Terminal Evacuation Plan has detailed information about the command structure and process for several incidents requiring terminal evacuation.

All other evacuations

- Notify the IOC to coordinate an orderly evacuation plan.
- The Airport Commander can offer airport staff, traffic management, and security contractors, who understand the precinct and can assist in evacuating public in an orderly manner

Evacuation

Evacuation Assembly Points



<p>Control Agency Victoria Police</p>	<p>Location Melbourne Jet Base 59 Operations Road</p>	<p>Emergency Class N/A</p>
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Definition

The Emergency Reception Centre (ERC) is the collection of the following areas:

- **Passenger Reception Area**, DC3 hangar of Melbourne Jet Base. Used for processing the uninjured or slightly injured passengers (walking wounded), confirm passenger numbers and identification through using a registration system and where police interviews are completed, basic welfare is provided, and temporary travel and accommodation needs are met.
- **Inquirer Reception Area**, Melbourne Jet Base canteen. Where one member of family of friend of passengers can be assembled, registered, and given information regarding the emergency.
- **Crew Reception Area**, the accommodation suites of Melbourne Jet Base. A separate area from passengers, inquirers, and other staff of their airline. This area is to keep crew separated until the police and ATSB interviews are completed, and for the welfare of crew who may be subjected to abuse from surviving passengers. The affected airline's lounge or office should not be used. The timing of the separation will be dependent on the level of assistance the crew can provide at the emergency site.
- **Matching Area**, the crew rest areas of Melbourne Jet Base. Used for reuniting inquirers with passengers prior to departing the airport, informing inquirers which hospital their passenger has been admitted, or informing inquirers their passenger is deceased. It is the location where any final arrangements for relief support to be made.
- **ERC Coordination Area**, conference room and adjacent lounge area of Melbourne Jet Base. For agencies to coordinate the ERC operation and resources.

Another area required post-incident, but is not located in the same location, is the:

- **Inquirer Contact Point** for the initial registration with the airline as being the one (1) person (excluding minors or vulnerable persons) that will be escorted to the Inquirer Reception Area.

Location:

- Domestic Airlines shall allocate check-in desks within their terminal and notify the Airport IOC.
- International Airlines shall be allocated a T2 check-in zone by the Airport IOC for this purpose.
- Domestic Airlines, with an affected international flight, due to their airline branding external to, and throughout, the terminal should also use their domestic check-in area.

The Airport Emergency Relief Plan has further detail about the roles and function of agencies. The following pages of the AEP outline the roles and initial actions of the agencies to setup and operate each reception area.

Emergency Reception Centre

Activation

The full ERC will be automatically activated by the Airport IOC for an aircraft crash on airfield or major security incident (hijack, bomb threat) onboard an aircraft.

The Inquirer Contact Point will be automatically activated by the Airport IOC for an Aircraft Crash or Missing Beyond 1km.

Parts of, or the full, ERC can also be activated by the Airport IOC on request from the Control Agency for any other emergency including, but not limited to Aircraft Crash or Missing Beyond 1km, Active Armed Offender, or HAZMAT.

Transport

Transport of passengers, inquirers, crew from an incident within 1km of the airfield to the ERC will be arranged by the Airport IOC. Transport from the terminal to the ERC for terminal-based staff to the ERC will also be arranged (e.g. airline, GHA, and APAM staff).

Transport from the Matching Area to accommodation is the responsibility of the airline.

Emergency Reception Centre

Victoria Police 000	<p>Role CONTROL AGENCY</p> <p>Hold passengers and crew until interviewing and matching process complete</p> <p>Manage access control for ERC</p> <p>Action Provide Police Forward Commander to ERC Coordination Area</p> <p>Provide four (4) staff to inquirer contact point</p> <p>Provide four (4) staff to passenger reception.</p> <p>Provide one (1) staff to crew reception</p> <p>Provide two (2) staff to inquirer reception</p> <p>Provide three (3) staff to matching centre</p>
ABF 03 9339 1328	<p>Role Provide customs processing for international flights, at the passenger reception area.</p> <p>Action Provide agency commander to the ERC Coordination Area to understand resourcing.</p>
AFP 131 237	<p>Role Support Victoria Police with policing duties.</p> <p>Action Contact Victoria Police FPC for resourcing requirements.</p>
Airline Contact List	<p>Role</p> <p>Coordinate the operation of inquirer contact point, including the identification of the single person that is permitted to move to the inquirer reception area</p> <p>Assist, or on behalf of the Red Cross, register passengers and meeters and greeters</p> <p>Assist the ERC coordinating agencies with the operation of the facilities and communicating to passengers and family in an approved and coordinated manner</p> <p>Provide catering for all facilities</p> <p>Provide temporary accommodation & transport for passengers and meeters and greeters</p> <p>Provide essential material aid</p> <p>Liaise with DFFH to arrange psychosocial support</p> <p>Initial Actions Provide four (4) staff to inquirer contact point</p> <p>Provide four (4) staff to passenger reception</p> <p>Priority Provide one (1) staff to the ERC Coordination Area</p> <p>Provide two (2) staff to inquirer reception</p> <p>Provide one (1) staff to matching centre</p>

Emergency Reception Centre

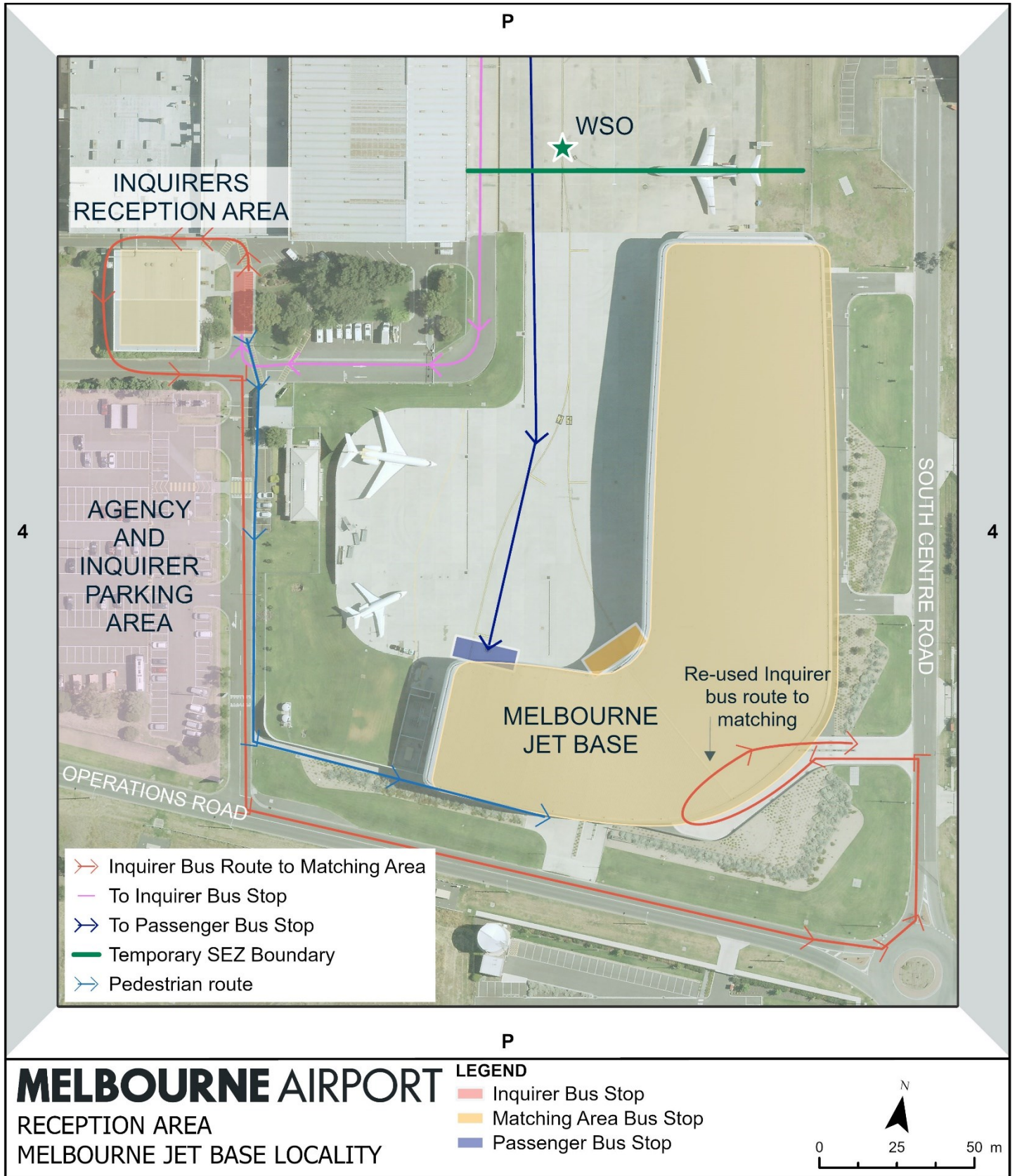
<p>Airport IOC</p> <p>03 9297 1601</p>	<p>Role</p>	<p>Provide facilities and transport for the Emergency Reception Centre</p>
<p>Airport Chaplain</p> <p>0407 625 122</p>	<p>Role</p>	<p>Provide psychosocial support under the direction of DFFH Melbourne Airport Relief Coordinator</p>
<p>Ambulance Victoria</p> <p>000</p>	<p>Role</p>	<p>Health Commander – Coordinate the medical response</p>
<p>Biosecurity</p> <p>1800 858 714</p>	<p>Role</p>	<p>Provide biosecurity processing for international flights, at the passenger reception area.</p>
<p>DFFH</p> <p>1800 765 149</p>	<p>Role</p>	<p>Melbourne Airport Relief Coordinator</p>
<p>Ground Handler</p> <p>Contact List</p>	<p>Role</p>	<p>Perform the Airline’s role in the absence of, or until relieved by, the Airline.</p>
<p>Contact List</p>	<p>Action</p>	<p>Provide staff to fulfil the airlines resourcing requirements</p> <p>Contact Airline to allocate staff resources</p>

Emergency Reception Centre

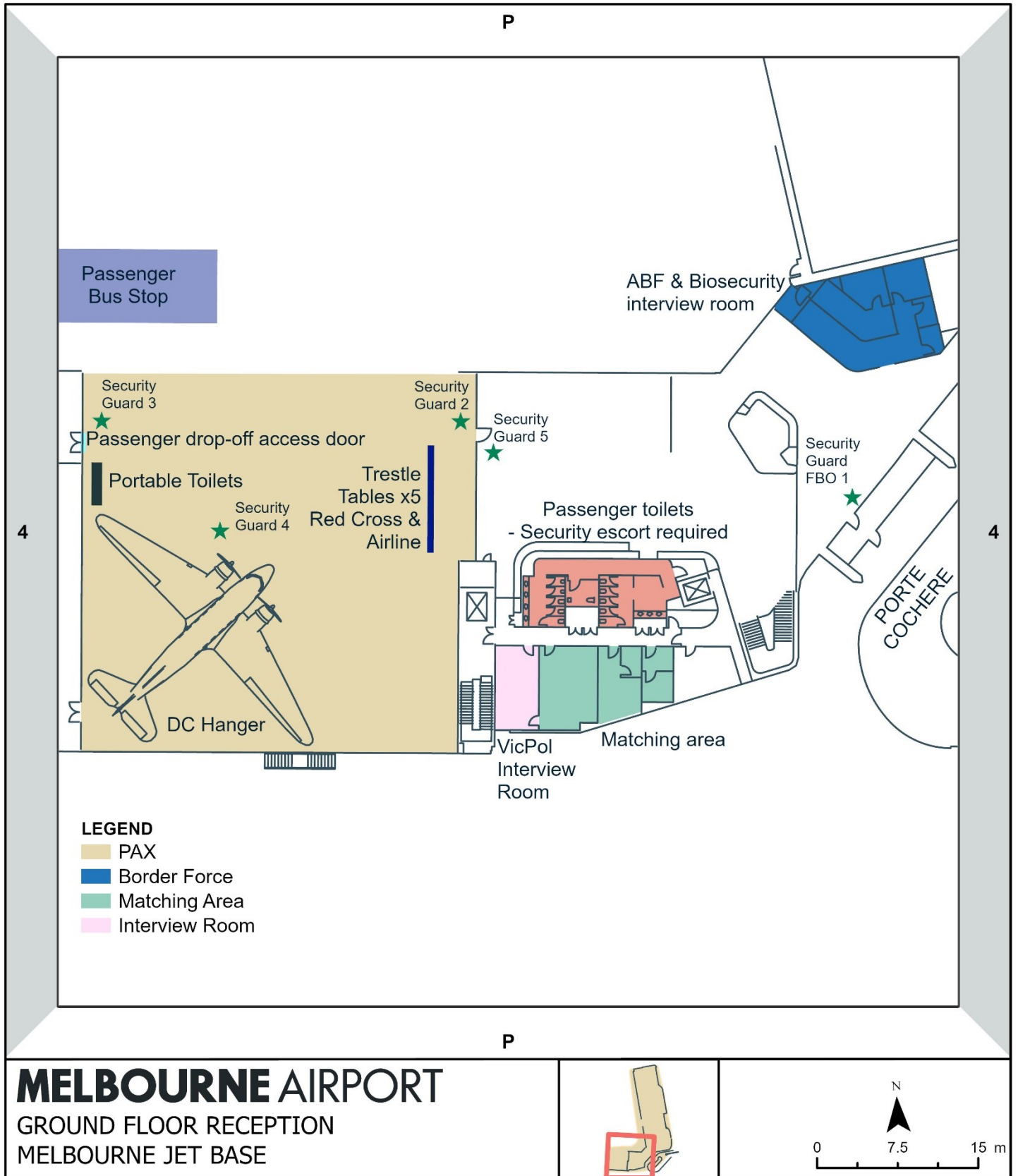
<p>ISS Security</p> <p>0402 397 189</p>	<p>Role</p> <p>Action</p>	<p>Establish facilities and support Airport Commander with human resources</p> <p>Four (4) staff to setup and remain in the passenger reception area</p> <p>Four (4) staff to provide crowd control at Inquirer Contact Point</p> <p>Two (2) staff to setup the inquirer reception</p> <p>Two (2) staff to the ERC Coordination Area to provide additional resources to the Airport Forward Commander</p>
<p>Red Cross</p> <p>1800 232 969</p>	<p>Role</p> <p>Action</p>	<p>Lead passenger and meeter and greeter registration and matching under the direction of Victoria Police, with the assistance and, or on behalf of, the airline.</p> <p>Attend ERC and setup registration systems</p> <p>Liaise with Victoria Police and the airline on what manifests and registration may already be completed by their agencies to avoid duplication</p>
<p>SES</p> <p>132 500</p>	<p>Role</p> <p>Action</p>	<p>Support ERC with hire equipment and traffic management resources</p> <p>Provide one (1) crew for traffic management and access control</p> <p>Provide seating, heating, and portable toilets</p>
<p>St John Ambulance</p> <p>9544 0175</p>	<p>Role</p> <p>Action</p>	<p>Assist Ambulance Victoria to provide first aid for passengers, inquirers, and crew.</p> <p>Consult with Ambulance Victoria on their resourcing requirements</p>
<p>VCC</p> <p>03 9654 1736</p>	<p>Role</p> <p>Action</p>	<p>Provide psychosocial support under the direction of DFFH Melbourne Airport Relief Coordinator</p> <p>Consult with DFFH Melbourne Airport Relief Coordinator on resourcing requirements</p>

Emergency Reception Centre

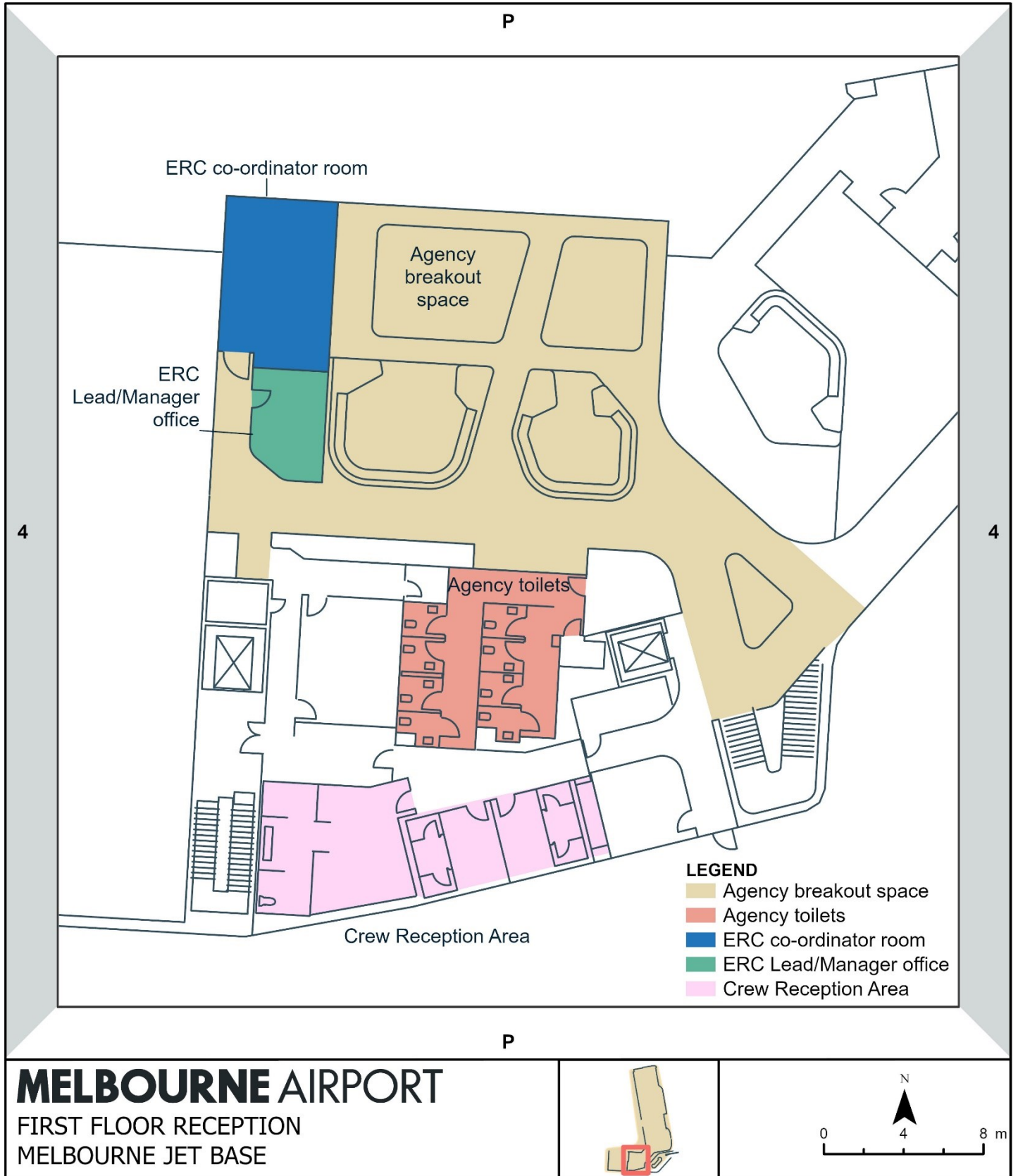
ERC Maps



Emergency Reception Centre



Emergency Reception Centre



Traffic Management and Access Control

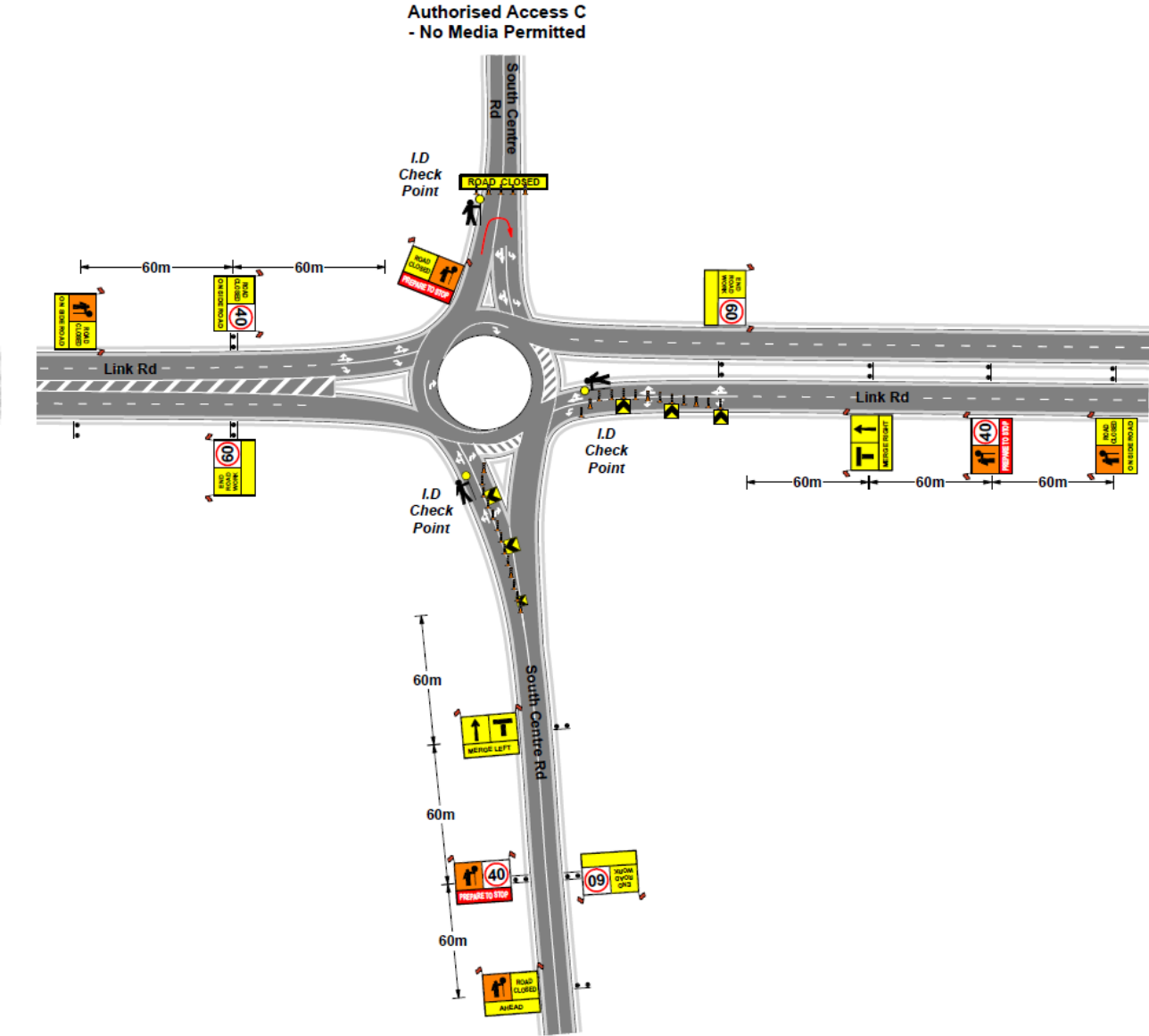
Access control

Will be allowed to:

- any emergency service in uniform or in a marked vehicle
- any employee, whose place of work is within the access-controlled area (e.g. Airservices, Maintenance bases, catering), permitted by displaying an ASIC

Will be restricted from entering:

- Media
- General Public
- Maintenance and construction employees and deliveries
- Freight handling



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Lead Agency

Melbourne Airport

Recovery Team Location

Airport IOC, Terminal 2Emergency
Class

N/A

The impact of a runway or terminal closure, no matter the duration is likely to have worldwide effects, potentially lasting days. The diversion of flights to other major Australian airports is likely to have created incidents at those locations as those airports provide relief to thousands of unexpected passengers.

Planning for return to normal operations should begin as soon as practical, to inform the airlines, Airservices, and other airports to minimise the impact on them. This should begin as soon as practicable after the start of a concurrent incident, i.e., while the incident is still in the response phase.

Recovery Team Membership

The team is formed with the following attendees, or their nominated representative, and is responsible to the IEMT via the Airport Commander. The Airport Commander may appoint a recovery lead, most likely from one of the following core attendees:

Melbourne Airport

- Aircraft Bay Planner
- Airfield Manager
- Facilities Manager
- Ground Transport Operations Manager (if there are impacts on the road network)
- Integrated Operations Centre Manager
- Security Manager

External Agencies

- Airservices Network Operations Manager
- Airline Representative (if affecting a single airline)

Considerations for a Return to Operational Status

The capacity for Melbourne Airport to process aircraft and passengers is reliant on many factors. Therefore, the Recovery Team should agree on a plan before Airservices issues new or amended clearances for aircraft delayed on the ground, in the air, or entering the Australia FIR.

Airservices Readiness:

- What NOTAMs have been issued on the current airport status?
- What airspace is, or needs to remain, restricted or closed?
- Are there any existing ground stops or METRON delays/restrictions currently in place at other ports?
- Is the tower or centre restricted to contingency operations due to (controller availability, system defects etc.) due to the incident?
- What aircraft are still inbound (i.e. have not begun diversion)? Should these be considered the priority for arrivals, irrespective of aircraft size or passenger load?
- Are there weather forecast considerations that may affect any recovery plans?
 - Are we anticipating poor weather (e.g. CATIII-B ops), therefore significantly reducing the airport's capacity on movements anyway?
 - Are the conditions likely to reduce any aircraft types or airlines from operating anyway?
- What is the status of the aviation network overall?
 - What other airports are significantly affected by Melbourne's closure? This may assist in discussions with airlines about priorities
 - Are there any considerations, such as curfews at other airports that may determine the priority of flights?

Airfield Readiness:

- What movement areas are still available?
- Is there a way to use what's available for some operations (e.g. shortened runway length that may, longer taxi route)?
- Are any obstacles affecting obstacle clearance surfaces (e.g. a crane removing disabled aircraft encroaching PANS-OPS surface)?
- Has the disabled aircraft recovery plan been activated?
- Which areas will continue to be affected by movements to/from the incident site, can this be mitigated with WSO's in place?
- Have the Airside Safety Officers completed an inspection of the movement area?
- Do these movement areas have all the available lighting, if not can the movement area be used (e.g. Day VMC)?
- Are all on-field nav aids available? If not:
 - Do they have a NOTAM?
 - Are they necessary for the current weather forecast?
- If airport is currently IMC, do we accept the increased risk associated with landing or departing aircraft in poor weather and the abnormal airfield condition (additional vehicles, and other distractions)?
- Is JUHI and the apron fuel network fully operational?

Security Readiness:

- Does any sterile area need to be sterilised? If so, the process is:
 - Note, domestic flights can arrive into unsterile terminals
 - Re-establish screening posts
 - Arrange security staff and police presence for queue management and crowd control
 - Evacuate everyone landside and prepare to re-screen everyone
 - Confirm terminal has been inspected and is sterile again
 - Screen staff first, to re-enter the area before passengers
 - Call forward passengers for screening, in the order of next departing flight
 - This process has taken up to four hours in the past
- Is the airfield secure?
- Is only part of the airfield secure, are we confident to operate in that space with positive segregation of the unsecure area?
- Is CCTV operational?
- Is access control operational?

Facility Readiness:

- Confirm terminal structure is safe to occupy
- Confirm mechanical services are operating within safe limits
- Confirm amenities are operational? If not, are there suitable alternatives, and put up temporary signage

Bay Planning:

- Consider prioritising aircraft with highest number of passengers as the priority for both arrivals and departures.
- Carbridge bussing will be diverted to incident response, therefore bussing operations not feasible until they have been released from those tasks. Note, they potentially require cleaning (they may have been used to transport walking wounded, or be used as a triage room)
- Can aircraft depart to make way for arrivals?
- Can any airlines up-gauge aircraft to reduce movements and number of gates required
- Can ground handlers assist with bay availability by towing to remote stands to make way for arriving aircraft or up-gauging?
- If a Terminal is affected, can the airline operate from another pier or terminal.
 - How easy is it to relocate CUSS somewhere else, e.g. Virgin to operate from T2 or T4 etc.
 - Can QF relocate at all?
 - Consider baggage operations then and bring in the Baggage Manager or BCS Duty Manger to this recovery team.
 - Consider PA, FIDS, and staff on the floor to redirect passengers

Integrated Operations Readiness:

- Confirm ARFFS Category
- Confirm ABF and Biosecurity are ready to process international flights
- Confirm baggage systems are operational and BCS has minimum staff required to operate

Return to Restricted Aircraft Operations

Return to restricted aircraft operations means the re-commencement of some 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.

The Considerations for a Return to Operational Status remain valid, but the team must have careful consideration on how restrictions are overcome. The team must document their decision-making process, and a plan must be written as soon as practicable. This could be a simple written log entry, a photo of a whiteboard, or an aerial image marked up with instructions, to be formalised in a standard Melbourne Airport format at a more convenient time. NOTAMS are to be issued for any relevant restrictions or significant changes to process as soon as practicable.

Return to Unrestricted Aircraft Operations

Return to unrestricted aircraft operations means the re-commencement of all scheduled of aircraft movements from their normal gates, without any unplanned restrictions to airfield movement areas, or to the passenger journey, including the landside road network.

To achieve this:

- The airfield must be secured. With any vehicles or personnel associated with the incident screened and under escort, as any other airfield contractor would be expected to comply with.
- All paperwork expected during planned works are to be completed. This includes, but is not limited to risk reviews, instructions to supervising staff, method of works plans, and NOTAMS.

Response Support Agencies

To avoid conflicting information or confusion, only those agencies that are not included in the State Emergency Management Plan (SEMP) are detailed below. For relief and recovery agencies, refer to the Melbourne Airport Relief and Recovery Plan. For all other agencies, refer to the (SEMP).

ABF

03 9339 1328

Role Conduct immigration processing international passengers, crew, baggage, and cargo.

Functions may include

- Control and process international passengers and crew
- Control and process international baggage and cargo
- Provide liaison officer to the EMT
- Assist with Register.Find.Reunite processing
- Assist with escorting in the terminal
- Assist in the Reception Centres

AFP

131 237

Role Act as the Control Agency on behalf of Victoria Police until their arrival

Functions may include

- Counter terrorism and anti-terrorism duties
- Provide rapid appraisal officers
- Provide explosive detection canines
- Provide security liaison officers
- Assist with isolation and containment
- Assist with security
- Criminal response, investigation, and intelligence capabilities
- Community policing
- Assist with crowd control
- Provide Relief Centre staff
- Communication or information
- Death/Serious injury notification

Response Support Agencies

<p>Airline / GHA 0409 858 714</p>	<p>Role</p> <p>Functions may include</p>	<p>Provide accurate passenger and aircraft information, function as part of the EMT, assist the Incident Controller, assist the reception centres, and ensure airline specific relief and recovery functions are conducted.</p> <p>Provide senior airline representative as liaison officer to the EMT</p> <p>Provide technical and safety advice on the aircraft to the EMT</p> <p>Provide details of persons and cargo (including livestock) on board to the EMT</p> <p>Assist with Register.Find.Reunite processing</p> <p>Provide interpreters</p> <p>Provide catering to all Reception Centres and the EMT</p> <p>Arrange aircraft recovery and removal</p> <p>Provide an airline media representative</p> <p>Provide transport and accommodation for passengers and their families</p>
<p>Biosecurity 1800 900 090</p>	<p>Role</p> <p>Functions may include</p>	<p>Conduct biosecurity inspections of international passengers, crew, baggage, and cargo.</p> <p>Control and process international passengers and crew</p> <p>Control and process international baggage and cargo</p> <p>Provide liaison officer to the EMT</p> <p>Assist with escorting in the terminal</p> <p>Assist in the Reception Centres</p>

Incident Coordination Centre – AFP House

Purpose built emergency operations centre. Has IMT room, EMT room, kitchen, and ample space to expand operations if required.



Location	2 Francis Briggs Road, AEP Grid Map Ref: N8
Comms	Airport Operations, Airport Non-Operations, AFP Operations, APAM_LE, Victoria Police
CCTV	Yes
Operation	<p>AFP Duty Sergeant is responsible for activation and access</p> <p>Automatically activated as ICC for:</p> <ul style="list-style-type: none"> • Aircraft Crash • Full Emergency • Active Armed Offender • Security Incident on a moving aircraft (Hijack) • JUHI Fire <p>Activated on request for all other emergencies</p>

Facilities

Forward Command Post

The forward command post caravan will be ready for deploying to location requested by the Incident Forward Commander.



Location

Airport Car will have caravan ready to deploy to the location nominated by Control Agency

Comms

Airport Operations, Airport Non-Operations, ARFFS Operations, Victoria Police

CCTV

Yes, via Ethernet and 5G

Power

Yes. 240V Diesel Generator or Plug-in

Operation

Control agency can direct the Airport to relocate and setup the FCP.

Forward Command Post SOP instructs airport staff on FCP setup.

Integrated Operations Centre

Purpose built operations centre for the airport. Provides a principal communication and coordination point for airport. Has IMT room, breakout room, and kitchen adjacent.



Location	Terminal 2, Level 2 above McDonalds, AEP Grid Map Ref: N9
Comms	Airport Operations, Airport Non-Operations, APAM_LE
CCTV	Yes
Operation	Airport operates this facility 24/7 Includes EWIS and FIP for making public announcements to all terminals

Fire Control Room

Purpose built fire control room and back up for the IOC should it need to be evacuated.

Location	T2 Apron level zone 21 in vicinity of Stair 83, AEP Grid Map Ref M10
Comms	Airport Operations, Airport Non-Operations
CCTV	Yes
Operation	Operated by Airport when IOC evacuated, or on request of control agency Includes EWIS and FIP for making public announcements to all terminals

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Melbourne Airport Emergency Committee

Purpose

The Airport Emergency Committee is established to meet the requirements of the Civil Aviation Safety Regulation 1998 (The Regulation) for the planning and management of aerodrome emergencies. The Melbourne Airport Emergency Committee (AEC) provides expert advice on the establishment, review, testing and trialling of the Melbourne Airport Emergency Plan. In providing advice, the AEC must have due consideration to the safe operations of the airport. The AEC must also have due consideration for the current security environment, focus all planning activities on saving lives and maintaining aircraft operations and the timely restoration of airport operations.

Function

The functions of the AEC are to:

- involve emergency response and support agencies in the emergency planning at the airport
- develop an exercise and training programme for the agencies involved in the response, relief, and recovery functions to airport emergencies
- review the effectiveness of the plan (and any sub or supporting plans) on an annual basis
- review the AEP risk assessment ensuring contemporary and emerging threats are considered and mitigated
- continually review the committee membership to ensure that all agencies inclusive of airlines and Ground Handling Agents are represented at the appropriate organisational level on the committee
- promote awareness of airport emergency preparedness amongst airport, airline staff, Ground Handling Agents and other government and non-government stakeholders
- keep abreast of the developments in emergency management and where appropriate, share these enhancements amongst the committee for consideration of potential inclusion
- identify emergency resources available on the airport and prepare procedures for the allocation and coordination of the use of these resources
- establish and review systems for use in supporting the command, control, coordination, consequences, communication, and community connection functions of an emergency operation at Melbourne Airport; and;
- establish communication networks within and between on airport and off airport response agencies.

Chairperson

As required by the Civil Aviation Safety Regulation 1998, the AEC will be chaired by an employee of APAM. Where the Chair is unavailable, APAM will provide an alternative chairperson. The Chair is responsible for:

- guiding the meeting according to the agenda and time available,
- ensuring all discussion items end with a decision, action, or definite outcome,
- reviewing and approving the draft minutes before distribution,
- authoring correspondence external to the AEC when a request for advice from the Committee has been sought.

Management Arrangements

Secretariat

The secretariat for the AEC will be provided by the Melbourne Airport Emergency Planning Manager. The secretariat is responsible for:

- being the primary liaison as the authorised person responsible for emergency planning arrangements
- being contactable via, and is to monitor and respond to inquiries received via, AEPcoordinator@melair.com.au
- Scheduling meetings and notifying committee members
- Inviting specialists/subject experts to attend meetings when required by the Committee
- Preparing agendas and issuing notices for meetings, and ensuring all necessary documents requiring discussion or comment are attached to the agenda
- Distributing the Agenda and meeting materials at least 10 days prior to the meeting
- Taking notes of proceedings and preparing minutes of meeting
- Distributing the minutes to all committee members no more than four weeks after the meeting. The minutes should be checked by the Chair and accepted by committee members as a true and accurate record at the commencement of the next meeting.

Membership

The AEC is made up of representatives from the following:

- Australia Pacific Airports (Melbourne) – Chairperson, specialist representatives
- Airline representatives – Airport Operating Committee Rep, Qantas Group, and Virgin Australia
- Airport Chaplaincy (KorusConnect)
- Airservices Australia - Tower Operations
- Airservices Australia - Aviation Rescue Fire Fighting Service
- Ambulance Victoria
- Australian Border Force
- Australian Federal Police
- Australian Red Cross
- Country Fire Authority
- Department of Jobs, Precincts and Regions
- Department of Families, Fairness and Housing
- Fire Rescue Victoria
- Hume City Council
- St John Victoria
- Victoria Police
- Victoria State Emergency Service
- Victorian Council of Churches Emergency Ministries

Committee members will cease to be a member of the AEC if they:

- resign from the committee
- fail to attend three consecutive meetings without providing delegate/nominated representative to the Chair
- resign from their employment; or,
- breach confidentiality.

Responsibility

Each Committee member is responsible for:

- providing a delegate/nominated representative at each meeting in their absence. Failure to attend three consecutive meetings without providing delegate/nominated representative may lead to the cessation of the membership,
- complying with the requirements for confidentiality, code of conduct and conflict of interest. The obligations also apply to the member's delegate/nominated representative,
- where appropriate, consulting with colleagues and relevant staff within their organisation or representative group to inform the advice given to the committee,
- when requested, providing feedback to colleagues and relevant staff within their organisation or representative group on meeting actions and outcomes,
- actioning the allocated meeting task(s) and completing the tasks within the agreed reasonable timeframe.

All documents circulated to the Committee for comment will include a reasonable and agreed response deadline. Where no communication is received post that deadline, it will be assumed there is no comment and the content within is agreed.

Meeting papers and draft documents sent to AEC members are confidential and not for circulation outside the Committee without explicit permission from the AEC Chair.

Accountability

The AEC is accountable to Chief of Aviation for the delivery of the committee responsibilities.

Quorum

A quorum, consisting of the chair and six of listed members, must be present (in person or by teleconference) for decision-making. The AEC secretariat will make every effort to ensure there is a quorum for each Committee meeting. Cancellation of meetings due to lack of a quorum is at the discretion of the AEC Chair.

If a quorum is not achieved, committee matters can be discussed by the members present. Where a quorum has not been achieved, the members may not vote on any decisions.

Internal or external specialists/subject experts may be invited to attend the meeting at the request of the Chair on behalf of the committee to provide advice and assistance where necessary. They have no voting rights and may be required to leave the meeting at any time as requested by the Chair.

Frequency of Meeting

Meetings should be held approximately every four months and not less than once every six months, for a period of two hours. Meetings will usually be held onsite at Melbourne Airport. An extraordinary meeting may be called by half of the committee members, or by the AEC Chair, when required. Extraordinary meetings will be called with a minimum of 48 hours' notice (or less depending on urgent situations).

Management Arrangements

Subcommittees and Working Groups

The AEC may convene sub committees or working groups to address specific issues or to undertake specific tasks on behalf of the AEC. Sub committees and working groups are accountable to the AEC for decision making and reporting.

Sub committees are standing committees that are responsible for the ongoing development and management of specific items or issues that are relevant to the AEP and the effective management of emergencies at the Airport. Sub committees will have terms of reference prepared and agreed to by the AEC.

Any formed sub committees or working groups will report on their activities to each AEC meeting.

A working group is convened to address a specific issue or group of issues. A working group is limited in nature and not an ongoing committee.

Committee Performance

The performance of the AEC will be measured annually. Performance will be measured against the committee functions and the participant role descriptions. Performance of the AEC will be reported to the Head of Aviation Operations and Security annually. The AEC's Key Performance Indicators and performance measures are at the end of this section.

Amendments

The terms of reference will be reviewed annually at the last meeting of the calendar year to ensure the role of the Committee is clear and understood by members.

Supporting Plans

The following unclassified supporting plans relating to specific operations or functions may be issued to AEC members and other associated agencies as part of, and relating to, the AEP:

Melbourne Airport documents:

- Disabled Aircraft Recovery Plan
- Melbourne Airport Relief and Recovery Plan

External agency documents:

- Australian Government's Aviation Disaster Response Plan (AUSAVPLAN)
- Australian Government's Reception of Overseas Evacuees (AUSRECEPLAN)
- Victoria's State Emergency Management Plan (SEMP)
- North-West Metro Regional Emergency Management Plan
- Hume Municipal Emergency Management Plan
- Hume Municipal Emergency Relief and Recovery Plan

AEP Review

Review of the AEP shall be conducted:

- When the roles and responsibilities of any agency or organisation are changed
- In the event of legislative changes
- Following activation of the plan
- Following an exercise designed to practice or test any aspects of the AEP
- Not less than annually.

The review after an emergency will involve, where available, a representative from each of the response, relief, support, and recovery agencies involved. Where possible the review will be held within 30 days of any emergency and will be convened by the relevant control agency. The review session will be used to identify areas where the emergency plan might be improved.

A report consolidating all information provided during the review session will be published and circulated to all AEC members and other agencies that may benefit from the review findings.

The AEC will discuss and accept or reject the recommendations. Amendments to the AEP will be issued by the Chair of the AEC following endorsement of the recommendation(s).

AEC Key Performance Indicators

By 30 June each year:

1. Complete AEP review and ensure that AEP and supporting documentation is operationally ready:
 - a. Ensure that the AEP content plans for the worst type of emergency situations that can conceivably occur at the airport.
Evidenced by risk assessment documentation.
 - b. Undertake desktop review of the AEP and supporting documentation to ensure the plan reflects operational requirements.
Evidenced by records of desktop review and agency input into the content of the plan.
 - c. Undertake desktop review of the AEP and supporting documentation to ensure that they operate effectively.
Evidenced by desktop testing and exercising of the plan.
 - d. Ensure that the review includes AEC member agencies.
Evidenced by participation from member agencies.
2. Conduct exercise and review of the AEP
 - a. Ensure that a full emergency exercise (full deployment) is conducted at least once every two years, or once every three years provided a series of modular tests are carried at regular intervals in the intermediary period.
Evidenced through exercise program in place.
Evidenced through exercise conduct, exercise review, exercise report and input into AEP.
Evidenced through an exercise that tests the adequacy of facilities provided for the plan.
 - b. Ensure that a minimum of one desktop exercise is conducted every calendar year to test the AEP and its supporting documentation.
Evidenced through conduct of exercise annually.

Management Arrangements

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Airline & Ground Handling Agent (GHA) Contact List

Air Asia X	
Air Calin	03 9330 4600
Air Canada	0421 739 258
Air China	03 9338 3387
Air India	0420 253 191
Air New Zealand	0414 747 511
Air North	0466 351 088
Alliance Airlines	07 3212 1532
Bae Systems (RAAF Aircraft)	0407 864 836
Bamboo Air	
Cathay Pacific	0434 747 371
Cebu Pacific (Via Swissport)	0403 450 690
China Airlines	0410 779 980
China Eastern	03 9338 8418
China Southern	0404 880 617
Dnata	0434 295 052
Emirates	0438 777 800
Etihad Airways	0428 699 214
Fiji Airways	03 9335 3549
Garuda	0401 390 901
Hainan Airlines	0433 580 889
JAL	0478 132 907
Jetstar	03 9335 0295
LATAM	0408 746 076
Malaysia n Airlines	03 9338 8197
Malindo Air	0448 651 637
Menzies	03 7007 4676
National Jet Systems	1800 605 182
Philippine Airlines	0419 886 986
Polar Air Cargo	0400 740 079
Qantas	03 8336 4708
Qatar Airways	0457 103 530
REX Regional Express	0419 322 790
Royal Brunei Airlines	0432 185 750
Scoot Airlines	03 8326 3100
Sichuan Airlines	0404 337 876
Singapore Airlines	0409 740 125
Sri Lankan Airlines	0478 661 066
Swissport	0403 450 690
Thai Airways	0412 385 686
Toll Freighter Movements	0421 050 910
United Airlines	0439 497 555
Vietnam Airlines	0422 778 818
Virgin Australia	0412 095 843
Xiamen Airlines	0451 529 185

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ABF	Australian Border Force
ACC	Airport Coordination Centre, now renamed the Integrated Operations Centre (IOC)
ADF	Australian Defence Force
AEC	Airport Emergency Committee
AEP	Airport Emergency Plan (this document)
AFP	Australian Federal Police
AFFF	Aqueous Film Forming Foam
Airfield	The area within the perimeter fence, not including airside terminal areas.
Airport Commander	The airport's 'agency functional commander' who represents the whole of airport in the IMT and/or IEMT, including but not limited to APAM, airlines, contractors, and public. The Airport Commander will support the Incident Controller with advice on the impact to the airport's public and infrastructure, and with resourcing to assist in the response and recovery.
Airside	The area of the airport beyond the perimeter fence or beyond security screening within the terminals.
AMSA	Australian Maritime Safety Authority
APAM	Australia Pacific Airports Melbourne, the company who owns and operates the airport infrastructure.
ARFFS	Aviation Rescue Fire Fighting Service
ASIC	Aviation Security Identification Card
ASO	Airfield Safety Officer
ATSB	Australian Transport Safety Bureau
AUSAVPLAN	Australian Aviation Disaster Response Plan
AV	Ambulance Victoria
BCS	Baggage Carousel System
Car 2	The airport's 'forward commander' who represents the Airport Commander at the Forward Command Post. Car 2 is the most senior airfield safety officer on duty and is responsible for the safety and security of the airfield.
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulation
CCA	Customs Controlled Area
CCTV	Closed Circuit Television
CFA	Country Fire Authority
Class 1 Emergency	A major fire; or any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan.
Class 2 Emergency	A major emergency which is not: a Class 1 emergency; or a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or any other state or territory of the Commonwealth; or

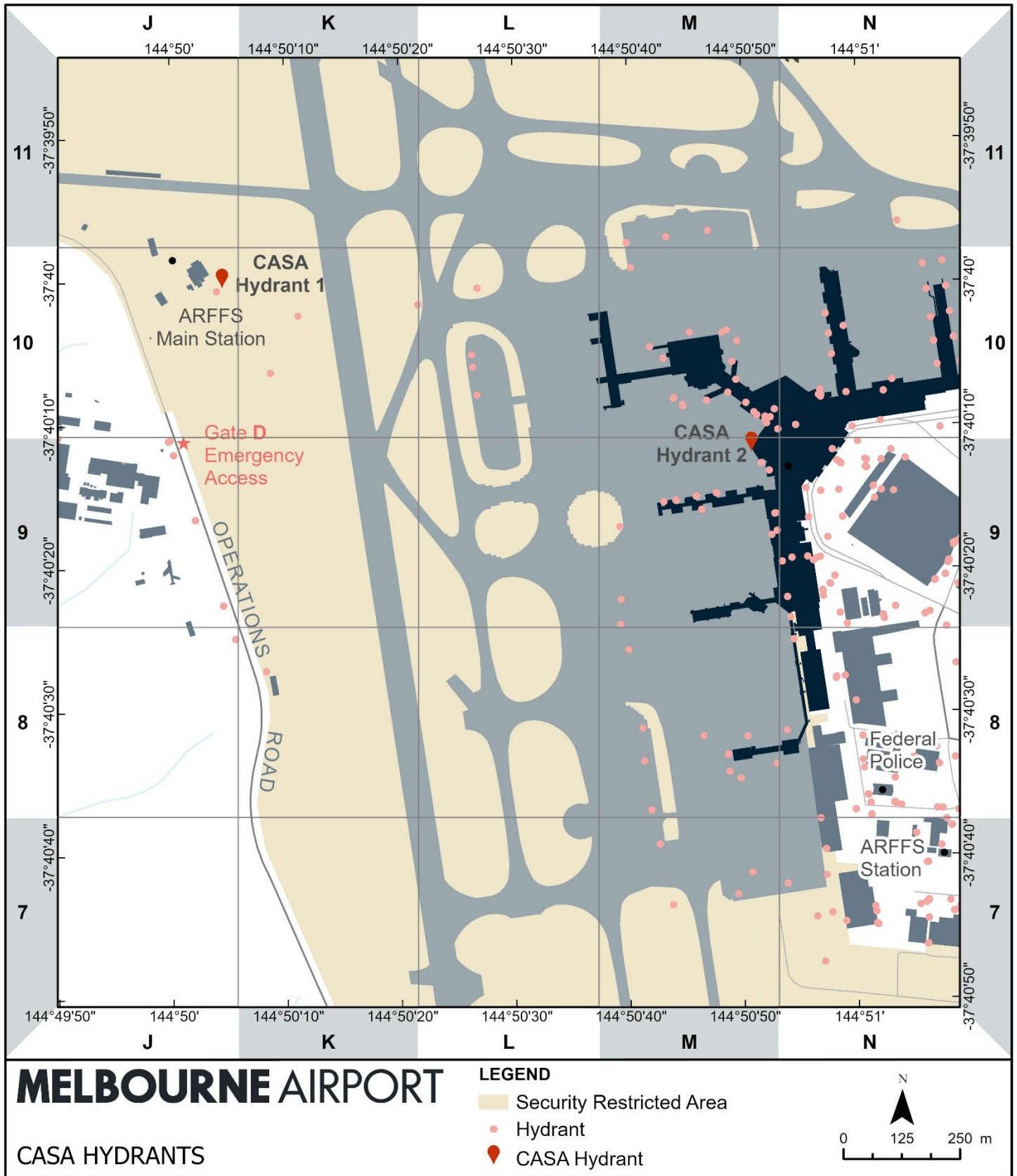
Glossary

	a hi-jack, siege, or riot.
Class 3 Emergency	A warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or any other state or territory of the Commonwealth; or a hi-jack, siege, or riot.
CMT	Crisis Management Team – APAM’s internal team that addresses airport specific issues as a result of an emergency.
Control Agency	The agency with the primary responsibility for responding to a specific form of emergency
CUSS	Common Use Self Service
DASA	Defence Aviation Safety Authority
DELWP	Department of Environment, Land, Water and Planning
DFFH	Department of Families, Fairness and Housing
DoH	Department of Health
Direct	The other party must carry out the instruction
DJPR	Department of Jobs, Precincts and Regions
EOC	See ICC
EPA	Environment Protection Authority
ERC	Emergency Reception Centre
ESTA	Emergency Services Telecommunication Authority
EWIS	Emergency Warning and Intercommunication System
FIDS	Flight Information Display System
FIP	Fire Indicator Panel
FPC	Forward Police Commander
FRV	Fire Rescue Victoria
GHA	Ground Handling Agent – a company that provides airlines services on behalf of an airline, including the loading and unloading of passengers, baggage, and cargo to and from aircraft
HAZMAT	Hazardous Materials
Hume CC	Hume City Council
HVAC	Heating, ventilation and air conditioning system
IC	Incident Controller
ICC	Incident Coordination Centre is the building facility includes space for an IMT and EMT. Normally referred to as the Emergency Operations Centre (EOC) in the Aviation Industry.
IARD	Immediate Action Rapid Development
IAW	In Accordance With
IEMT or EMT	Support the Incident Controller to manage the effects and consequences of the emergency. Membership comprises the agency commanders, including the Airport Commander, and the affected Airline.
IERC	Incident Emergency Response Coordinator
IMC	Instrument Meteorological Conditions

IMT	Support the Incident Controller to manage the incident-tier operational response to the emergency including with the planning, intelligence, public information, operations, investigation, logistics and finance functions
IOC	Integrated Operations Centre for Melbourne Airport. See the Facilities section for more information.
IRT	Incident Response Team is APAM's internal team that reports to the Airport Commander with tasks and resources, in support of the Incident Controller.
JUHI	Joint User Hydrant Facility. The fuel storage facility located on Marker Road, Tullamarine.
Landside	Airport land, including inside terminals, that is not airside.
MERC	Municipal Emergency Response Coordinator
MIR	Major Incident Room, located at AFP House, 2 Francis Briggs Road
MSDS	Material Safety Data Sheet
NOTAM	Notice to Airmen
PA	Public Address
PAN-OPS	Procedures for Air Navigation Services – Aircraft Operations. PANS-OPS are rules for designing instrument approach and departure procedures.
PAX	Passengers.
PEMS	Passenger Evacuation Management System
QF	Qantas Freight
RPAS	Remote Piloted Aircraft System (Drones)
SEMP	Victorian State Emergency Management Plan, September 2020
SES	Victoria State Emergency Service
SITREP	Situation Report – used by emergency services to update others on a situation.
SOP	Standard Operation Procedure
VCC EM	Victorian Council of Churches Emergency Ministries
VicPol	Victoria Police
VMC	Visual Meteorological Conditions
WSO	Works Safety Officer

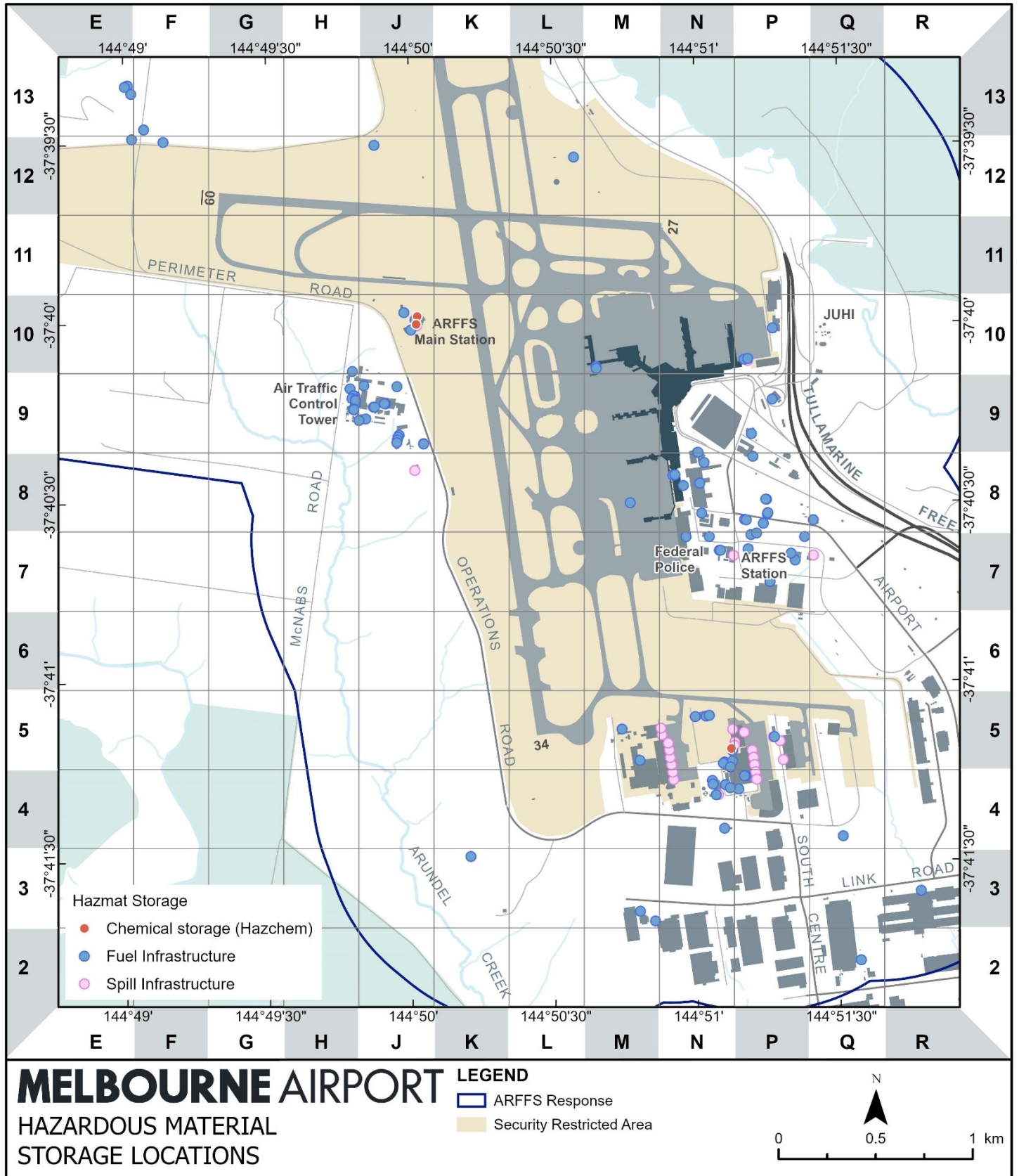
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Hydrant Locations



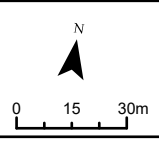
Maps

HAZMAT Storage Locations





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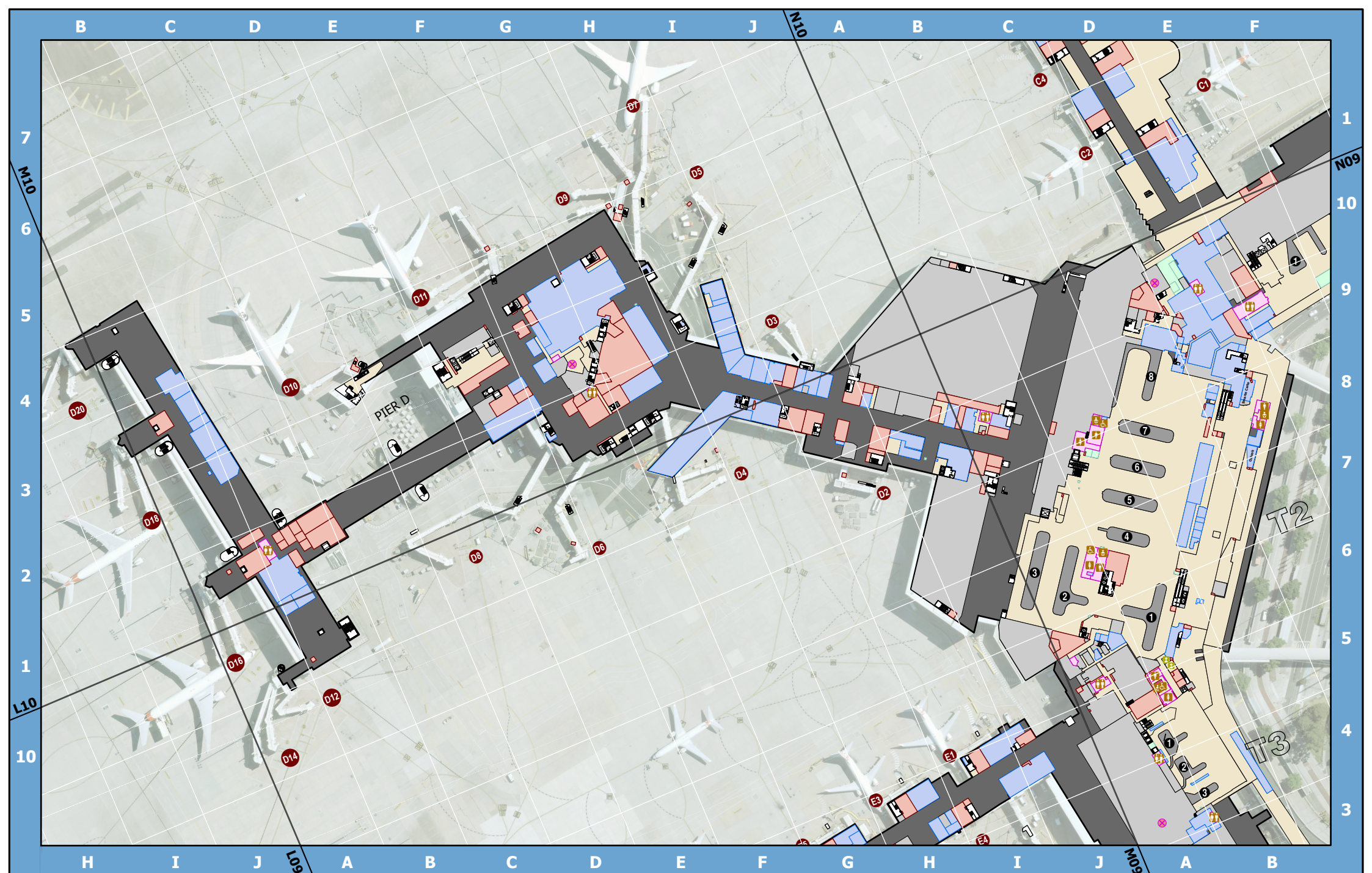


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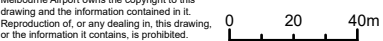
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| Accessible Toilet | Female Toilet | Worship Space | Baggage Carousel 3 | Baggage Carousel 6 | X-ray Machines | Amenities | Equipment Spaces |
| Shared Toilet | Male Toilet | Baggage Carousel 1 | Baggage Carousel 4 | Baggage Carousel 7 | Internal Leases (Aviation/Commercial) | Check-In Services | Staff Only/Restricted Access |
| Parent's Room | Baggage Carousel 2 | Baggage Carousel 5 | Baggage Carousel 8 | Retail, Food & Drink | Common Areas | Vertical Transport | |



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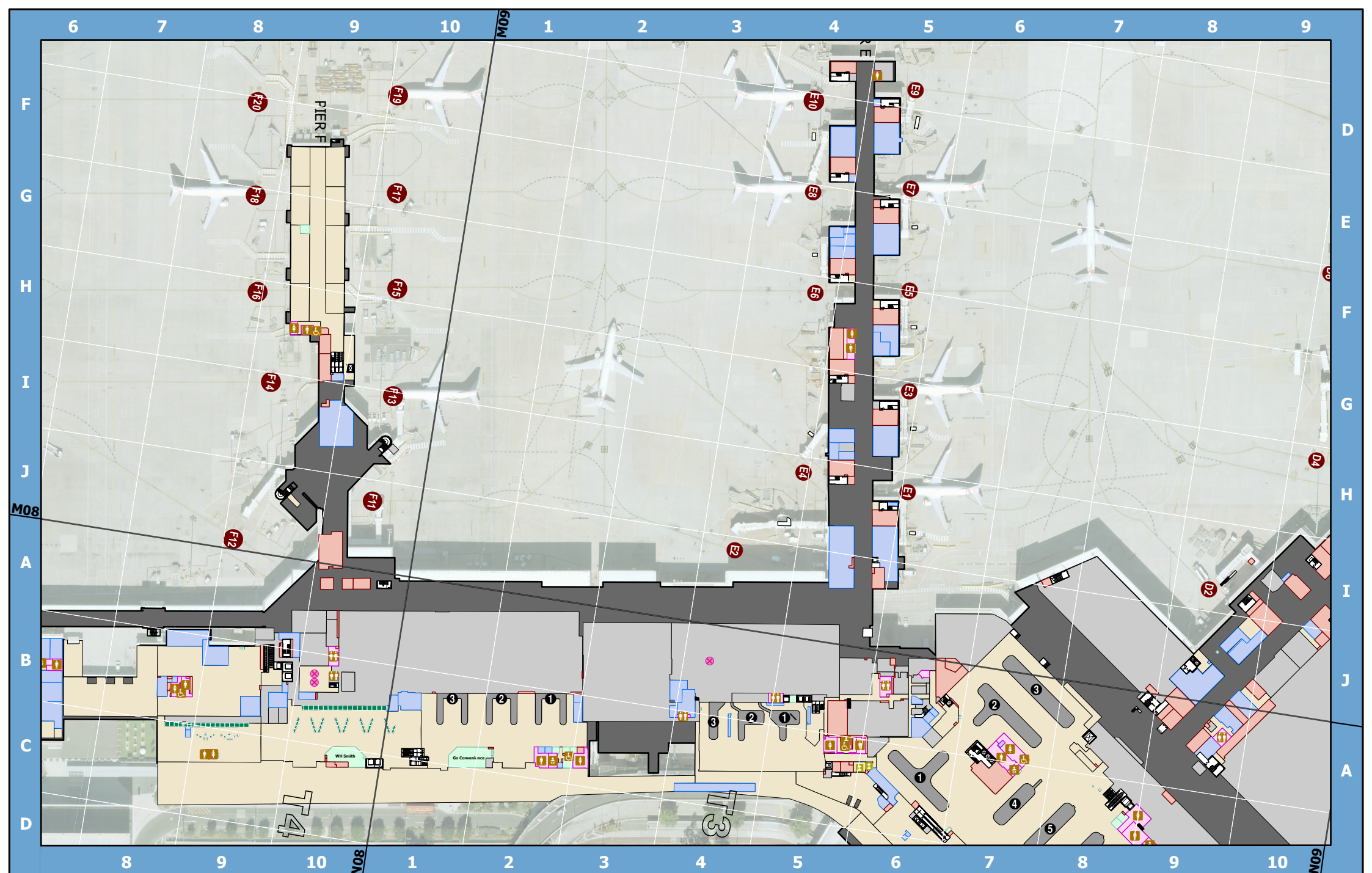


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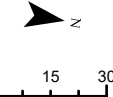
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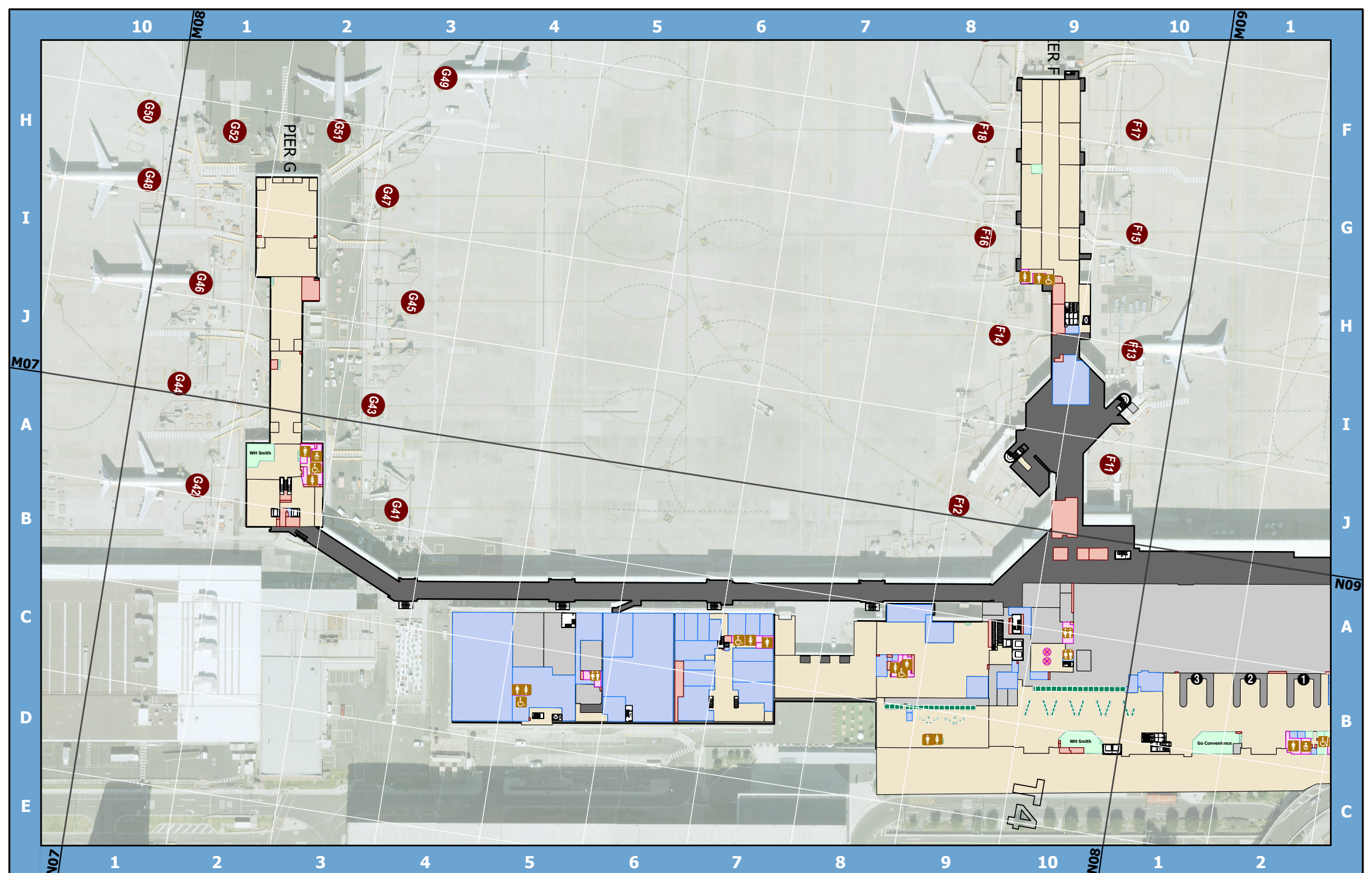


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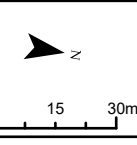
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LEGEND

- Accessible Toilet
- Female Toilet
- Shared Toilet
- Male Toilet
- Parent's Room

- Worship Space
- Baggage Carousel 1
- Baggage Carousel 2

- Baggage Carousel 3
- Baggage Carousel 4
- Baggage Carousel 5
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- Baggage Carousel 7
- Baggage Carousel 8

- X-ray Machines
- Internal Leases (Aviation/Commercial)
- Retail, Food & Drink

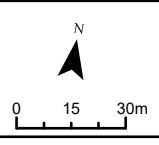
- Amenities
- Check-In Services
- Common Areas
- Equipment Spaces
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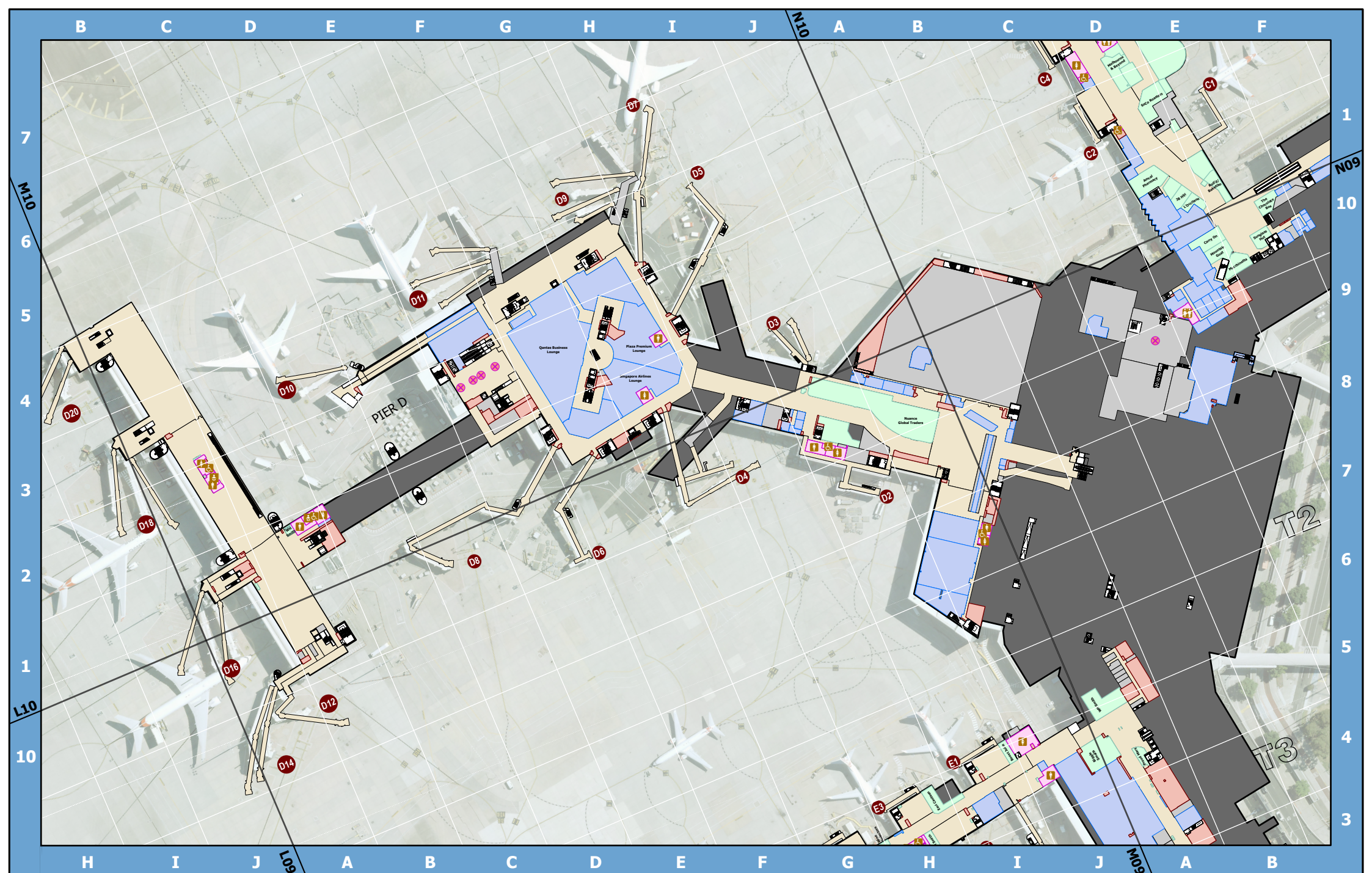


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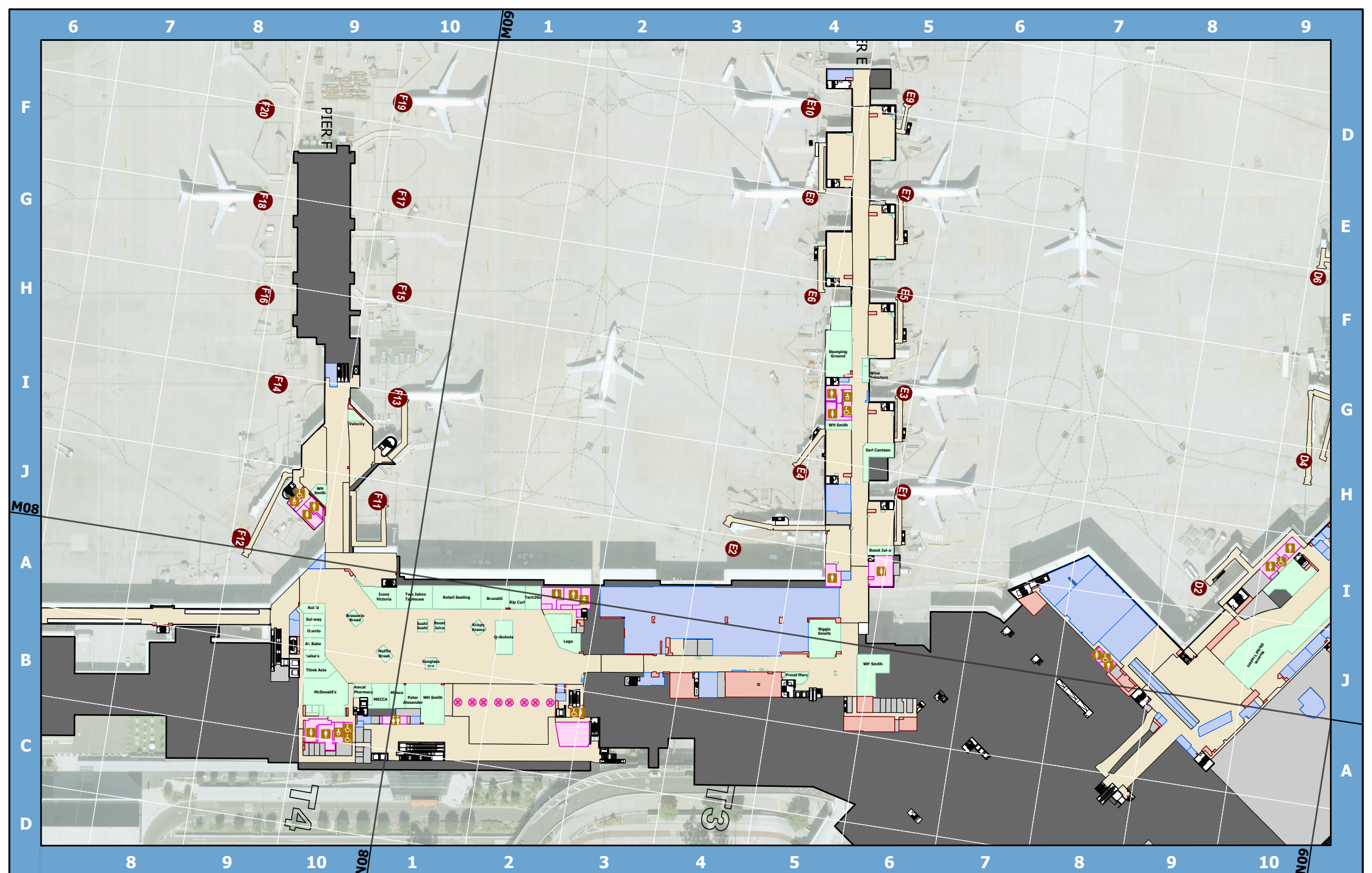
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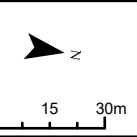
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	Female Toilet
	Shared Toilet
	Male Toilet
	Parent's Room
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	Baggage Carousel 1
	Baggage Carousel 2
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	X-ray Machines
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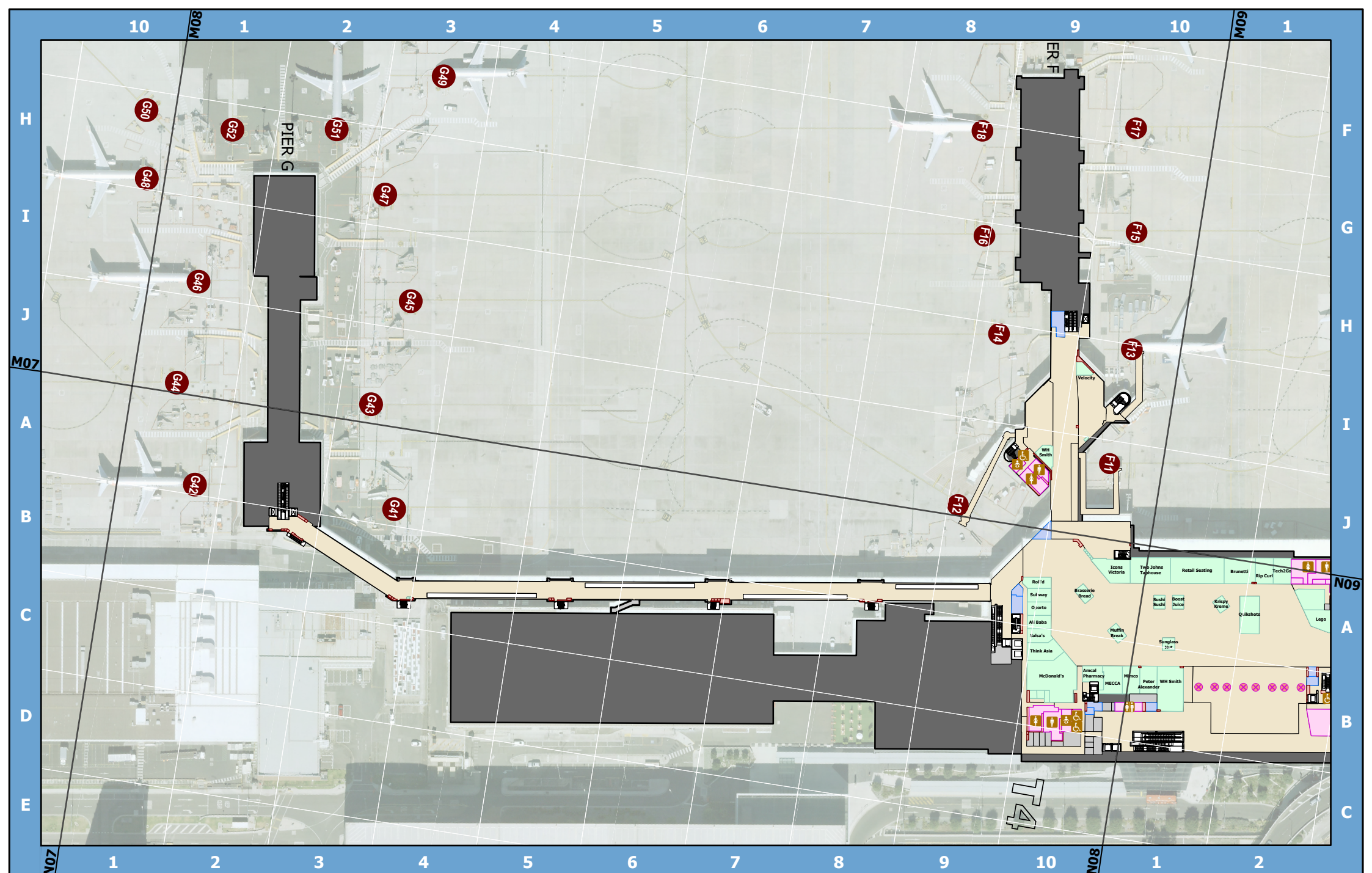


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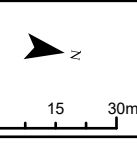
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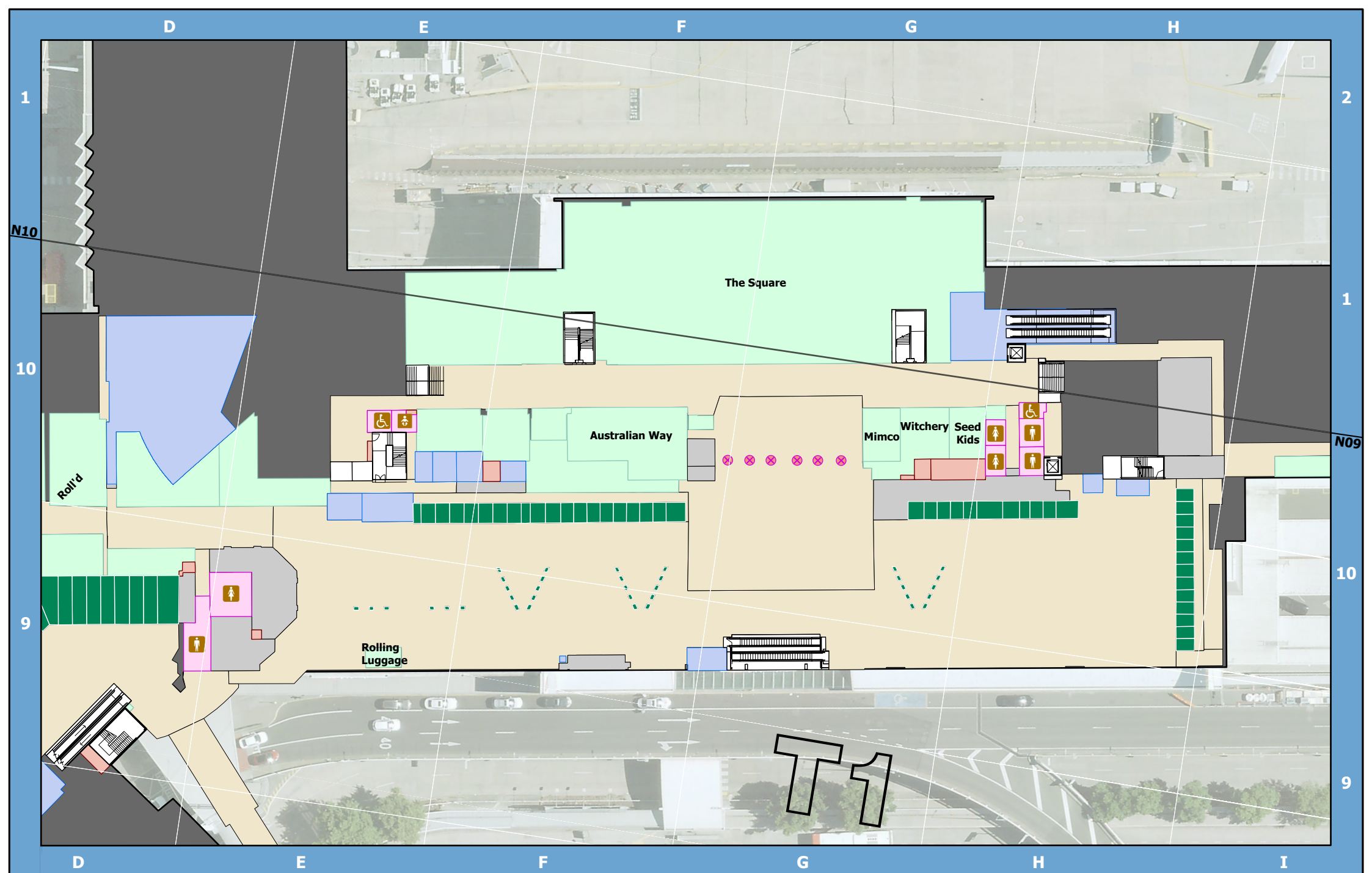
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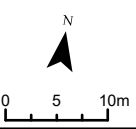
- X-ray Machines
- Amenities
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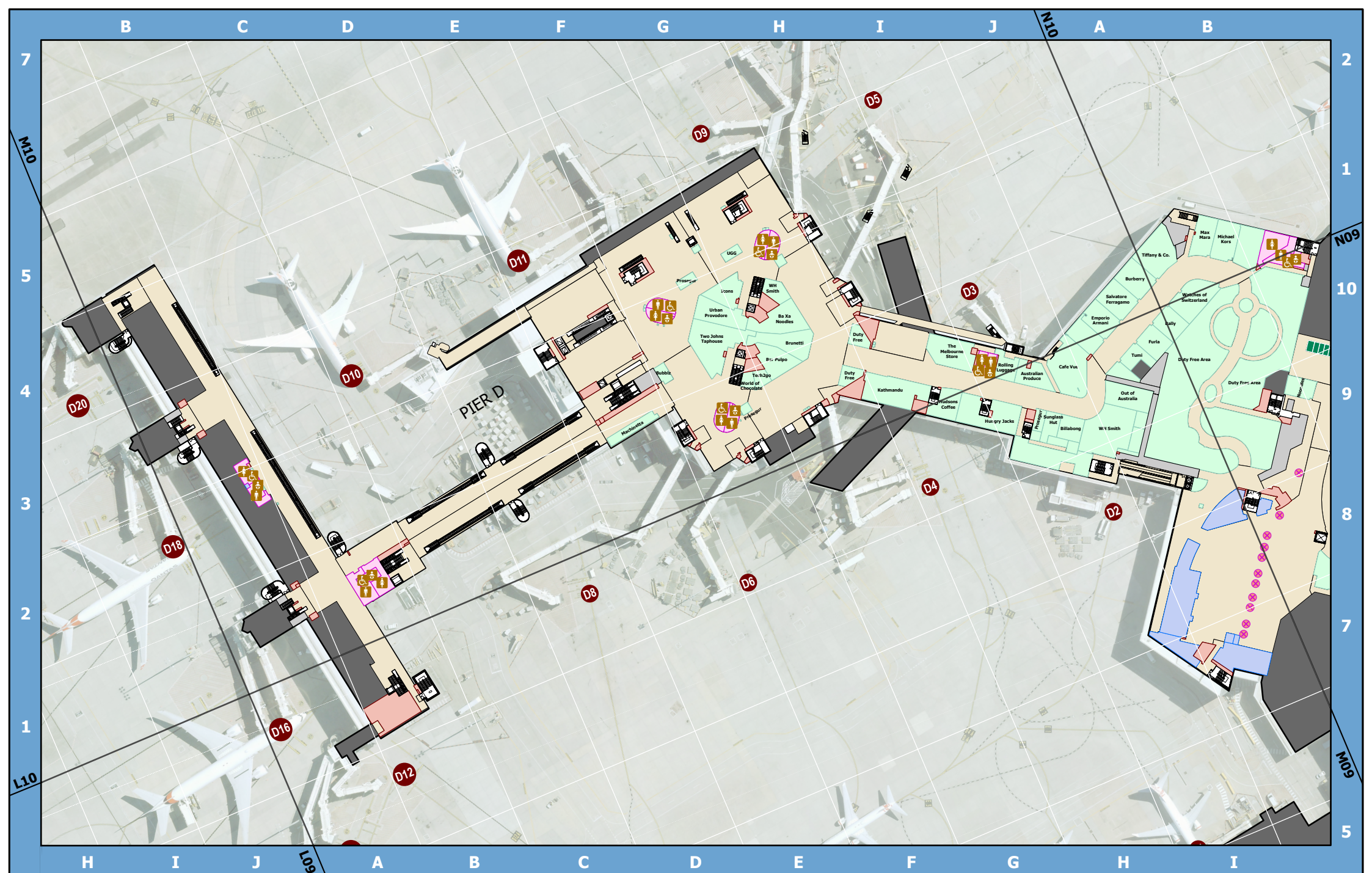


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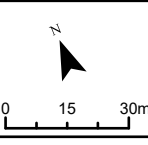
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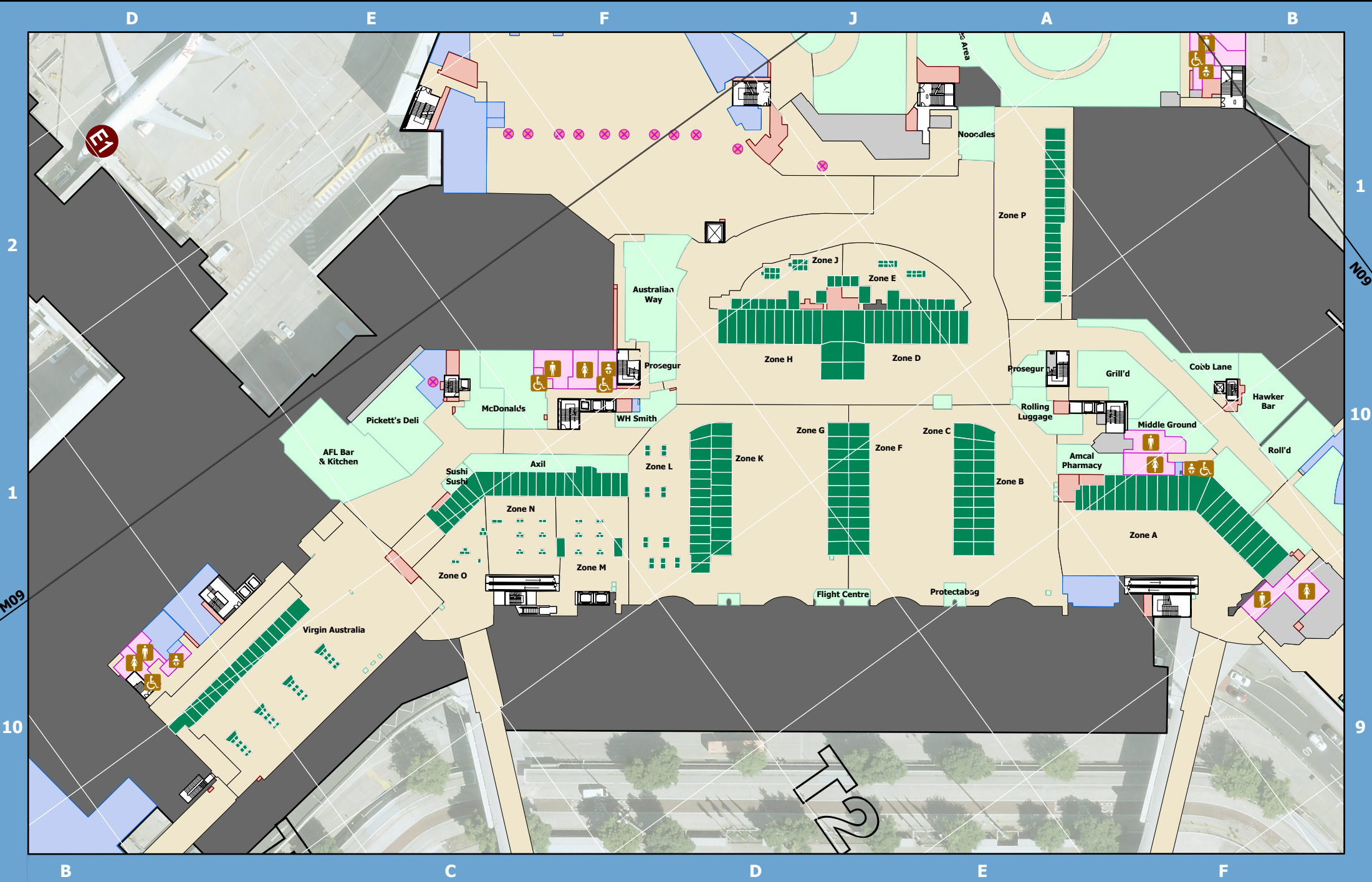
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MELBOURNE AIRPORT
Map 10 of 11
Terminal 2 - Level 1

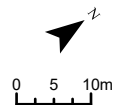
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LEGEND

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MELBOURNE AIRPORT
 Map 11 of 11
 Terminal 2-3 - Level 1

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WARNING!

Before entering the airfield, each agency vehicle responding must:

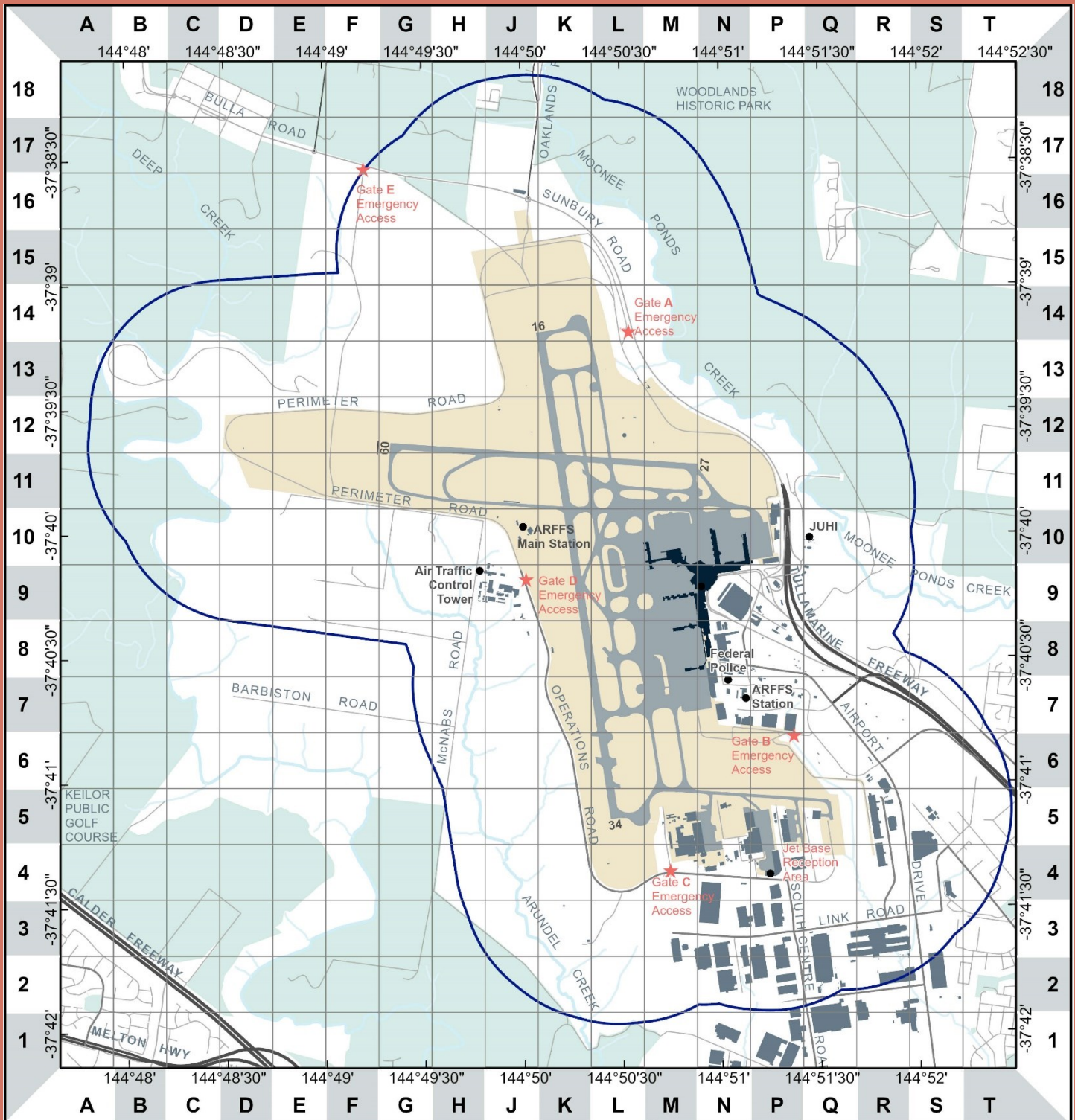
- Rendezvous with an escort who holds an Airside Driver's Authority and is acting under Car 2 direction. Escorts will be provided for emergencies by Car 2 at the nominated emergency access gate or staging area (see airfield access).
- Contact Car 2 and request an escort on 0418 335 985
- Confirm the airfield is CLOSED and safe to access prior to entering, with:
 - a Safety Officer acting under Car 2 direction, or
 - an AFP member who has had advice from Car 2,
 - Car 2 on 0418 335 985

Car 2 is responsible under CASR Part 139 to ensure there are procedures in place for the preservation and integrity of the movement area during an emergency.

Failure to follow these instructions may result in being charged with an offence under the Crimes (Aviation) Act, death, or serious personal injury.

Reference: Airports (Control of On-Airport Activities) Regulations 1997; Melbourne Airport Airfield Driver Authority Handbook; Airside Safety Officer Emergency Response and Escorting SOP.

WARNING!



MELBOURNE AIRPORT

RESPONSE AREA

1000 metres from operational boundary

- LEGEND**
- ▭ ARFFS Response
 - ▭ Security Restricted Area

