2023

Terminal and Precinct Emergency Plan

MELBOURNE AIRPORT

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Introduction

Melbourne Airport is committed to maintaining a safe environment for all staff, contractors, and visitors. Preparing for emergencies is an integral part of this commitment. The airport is a unique community with many organisations and resources not normally found in a workplace. As such this plan forms part of the framework for managing emergencies across the airport and is a sub-plan of the Melbourne Airport Emergency Plan (AEP).

Definition of an Emergency

An emergency is an event, actual or imminent, that threatens life, the environment, or assets, requiring a response from external emergency management agencies.

Aim and Scope

The terminal evacuation plan documents Melbourne Airport's arrangements and procedures that relate to the response of emergencies within the terminals, selected other buildings managed by APAM and the other public spaces (including the Carpark Buildings) around the airport.

The plan is designed to provide guidance for all staff, contractors, and visitors (excluding passengers) that attend the airport. As much of Melbourne Airport is a public space, guidance is provided in managing the expectations and reaction of passengers and other members of the public.

The effectiveness of this plan relies on the cooperative nature of all organisations working at Melbourne Airport within terminals to understand the immediate actions they must take when becoming aware of an emergency. As such, responsibility of this rests with the organisational representatives of the Airport Emergency Planning Sub-Committee.

Context

Melbourne Airport is the primary airport serving Melbourne, and the second busiest airport in Australia. It opened in 1970 to replace the nearby Essendon Airport. It is the main international airport of the four airports serving the Melbourne metropolitan area. The airport comprises four terminals: one international and three domestic.

The airport is located in the City of Hume, 23Km Northwest of Melbourne CBD.

In 2019 approximately 35 million domestic passengers and 11 million international passengers used the airport which serves as a major hub for Qantas, Virgin Australia and Jetstar.

Primary access to Melbourne Airport is by road with major arterial, the Tullamarine Freeway running from the city alongside the airport. A planned rail line project commenced in 2022 is scheduled to be in operation by 2029.

There are approximately 25,000 people who work within the Melbourne Airport precinct which includes airline operators, airport operations and support, freight services, retailers, hospitality, and other supporting services.
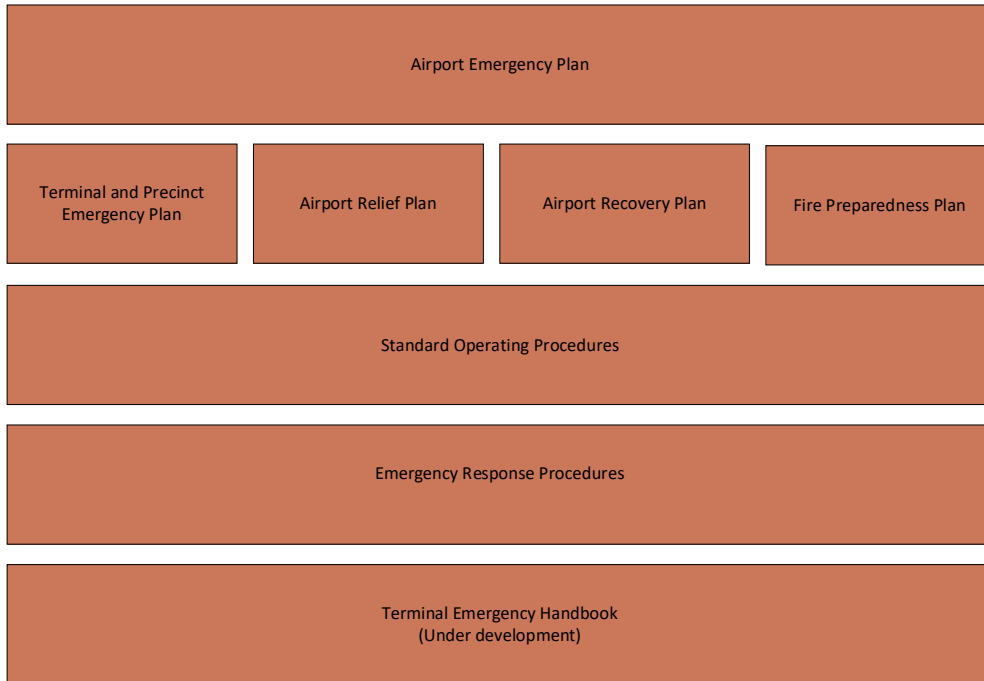
The airport has major gas, liquid fuel, and solar installations and various freight terminals which have the potential to house other dangerous goods.

MELBOURNE AIRPORT

RESPONSE AREA
1000 metres from operational boundary

LEGEND
ARFFS Response
Security Restricted Area

Legislative and Policy Context

This plan is a sub-plan of the Melbourne Airport Emergency Plan (AEP) and should be read and used together with the AEP and other sub-plans and procedures and forms part of Melbourne Airports Business Resilience Framework.

Airport Emergency Plan

Terminal and Precinct Emergency Plan	Airport Relief Plan	Airport Recovery Plan	Fire Preparedness Plan

Standard Operating Procedures

Emergency Response Procedures

Terminal Emergency Handbook (Under development)

This plan has been developed in accordance with the requirements of the following:

- Civil Aviation Safety Regulation and the Manual of Standards (Part 139), which sets out the requirements for emergency planning in aerodromes.
- The Emergency Management Act 2013 (Vic) and the arrangements described in the Victorian State Emergency Management Plan.
- Australian Standard AS3745:2010 – Planning for emergencies in facilities
- The National strategy for safety and security of crowded places

Melbourne Airport Terminal and Precinct Emergency Plan

For certain emergencies at an airport, legislation requires that other plans are carried out which may not normally have to be considered during other emergencies. It is with that consideration the following may need to be considered when planning for emergencies within the terminal:

- An airlines Emergency Response Plan
- The Family Assistance Code of the Commonwealth Department of Infrastructure and Regional Development
- The Biosecurity Act, 2015
- Aviation Transport Security Act 2004

Family Assistance Code

The Family Assistance Code (FAC) sets minimum standards regarding airlines operating to, from and within Australia in rendering assistance through an airlines Family Assistance Plan (FAP) to victims and the family of victims. The adoption of the code by airlines is voluntary.

Emergency Planning Principles

Emergency planning in Australia is underpinned by the following principles:

1	Emergency planning is **risk informed**. Planning is based on a risk management process.
2	Emergency planning **reduces unknowns**. Planning increases understanding of risks, vulnerabilities, and treatment options across the social, built, economic, and natural environments.
3	Emergency planning is **collaborative and inclusive**. Planning involves consultation and engagement with those affected by the plan.
4	Emergency planning is **strategic**. Planning develops strategic objectives, relationships, and networks.
5	Emergency planning is **solutions oriented**. Planning develops agreed approaches to managing risks and consequences.
6	Emergency planning is **iterative**. Learning from each step informs next steps.
7	Emergency planning **enables adaptive capacity**. Planning develops frameworks that provide a base on which to build flexible and adaptive solutions.
8	Emergency planning is a **shared responsibility**. Planning documents actions to be undertaken by a wide range of people/entities.

(Emergency Planning Handbook – Australian Institute for Disaster Resilience, 2020)

Phases of Emergency Management

Melbourne Airport recognises the phases of emergency outlined in the National Disaster Risk Reduction Framework

1. **Prevention** – through the identification of hazards and assessing risk, developing systems, policies, and procedures to prevent or mitigate the impacts of an emergency on the airport.

2. **Preparedness** – developing plans and procedures, assessing available resources, and communicating with and educating the airport's occupants to ensure readiness for emergencies.

3. **Response** – ensuring the systems and tools are in place to respond to an emergency and ensuring a clear direction of when to activate plans and procedures.

4. **Recovery** – ensuring timely transition to recovery through the Melbourne Airport Recovery Plan.

Roles and Responsibilities

This is section outlines the roles and responsibilities of people and organisations associated with this plan.

Terminal and Precinct Emergency Planning Sub-Committee

The Terminal and Precinct Emergency Planning Sub-Committee (EPSC) is responsible for development, review and implementation of this plan. The EPSC is made of representatives from appropriate airport stakeholders. For further detail, refer to the EPSC terms of reference on the Business Resilience Hub.

The EPSC will ensure that this plan is reviewed in line with the continuous improvement cycle, that the Emergency Control Organisation (ECO) is in place and adequately trained and that it maintains a term of reference that upholds the responsibilities of an emergency management committee as outlined in AS3745:2010.

Emergency Planning Manager

The Emergency Planning Manager is part of APAMs Business Resilience Team and is responsible for ensuring that Melbourne Airport is prepared for all emergencies. They are a member of the both the AEC and FSC and are responsible for:

- coordinating the implementation of the AEP and this plan

- overseeing the completion of any actions arising from any review of this plan

- ensuring the EPSC meets is requirements as per the terms of reference

- ensuring the ECO has access to adequate training, and

- exercises are carried out

Emergency Control Organisation (ECO)

The ECO is responsible for implementing emergency response procedures to ensure the safety of occupants, infrastructure, and the environment. They form part of the airport's emergency response structure and report to the Airport Forward Commander. Roles and responsibilities of the ECO are outlined later in this document.

Airport Emergency Committee (AEC)

The Airport Emergency Committee is responsible for meeting the requirements of the Civil Aviation Safety Regulation 1998 (The Regulation) for the planning and management of aerodrome emergencies. The AEC provides expert advice on the establishment, review, testing and trialling of the 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.

As such, the AEC must be consulted on the TEP to ensure it does not conflict with the AEP.

Aviation Rescue Fire Fighting Service (ARFFS)

Aviation Rescue Fire Fighting Service (ARFFS) are the first responding fire agency at Melbourne Airport. They are specialist aviation fire fighters but respond to all fire and life-threatening medical emergencies in the buildings covered by this TEP.

Australian Federal Police (AFP)

Australian Federal Police (AFP) patrol the airport and provide a police presence. They are the first responding police force for all emergencies and will perform the role of Victoria Police until they arrive. They also have responsibilities under Federal legislation to carry out certain tasks.

Risk Management

In line with best practice, Melbourne Airport has conducted emergency risk assessments that underpin planning at Melbourne Airport.

The assessments are reviewed annually to ensure they meet the needs of the airport and the changing emergency environment.

Emergency Control and Coordination Facilities

Melbourne Airport has several facilities that can be activated for use in the event of an emergency. These are:

- The Incident Coordination Centre (ICC) located at AFP House

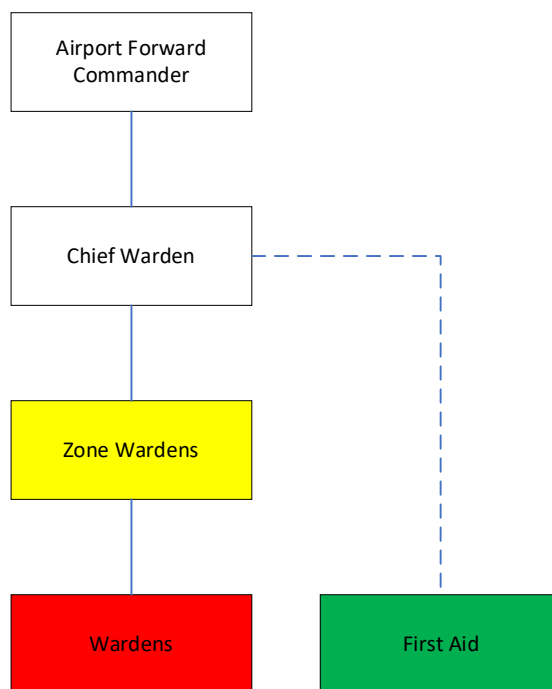- The Integrated Operations Centre (IOC) located in Terminal 2
- The Fire Control Room (FCR) is located on the apron and is the secondary operating location for the IOC
- The Forward Command Post (FCP), a mobile facility located on the airfield
- The Emergency Reception Centre (ERC), located at Melbourne Jet Base

Detail of these facilities, how they are activated, and their primary purpose is available in the AEP.

Emergency Response Structure

Emergency response at Melbourne Airport is often more complex than normal workplaces. With additional agencies and organisations that play a role, resources, security requirements and risks that are all unique to airports, some elements of the ECO structure are different.

The complete operating structure for an emergency at Melbourne Airport can be found on the Business Resilience Hub. However, the ECO structure is below.

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          ┌─────────────────────┐
          │  Airport Forward    │
          │  Commander          │
          └─────────────────────┘
                    │
          ┌─────────────────────┐
          │  Chief Warden       │ ─ ─ ─ ─ ─ ─ ┐
          └─────────────────────┘             │
                    │                          │
          ┌─────────────────────┐             │
          │  Zone Wardens       │             │
          └─────────────────────┘             │
                    │                          │
          ┌─────────────────────┐   ┌─────────────────────┐
          │  Wardens            │   │  First Aid          │
          └─────────────────────┘   └─────────────────────┘
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The structure is scalable and flexible to allow the airport to respond proportionately to an event and the response efforts be able to grow or contract based on the needs of the Airport Forward Commander to achieve outcomes.

The roles and responsibilities of the ECO are outlined on the next page.

Airport Forward Commander

The Airport Forward Commander (AFC) leads incident response for the Airport during an emergency that has escalated beyond the capacity of the ECO. The AFC is nominated by the Deputy Crisis Chair (DCC) (see APAM Crisis Management Plan) and wears a white tabard with "Airport Forward Commander" to identify them.

The type of emergency and where it is located will determine when the AFC is activated. Once activated, they have the authority to direct any staff member that works at Melbourne Airport (not just APAM staff) to help resolve the incident.

The AFC reports to the Airport Commander and is their representative at the incident scene. The Airport Commander represents the Airport community, not just APAC. The AFC will form part of the Emergency Management Team (EMT), until the incident escalates and the EMT moves away from the scene (to AFP House for example).

Their role in the EMT is to advise the Incident Controller or other Agency Commanders on the impact to airport operations and coordinate resources under their normal control or approved by the Airport Commander.

Chief Warden

The Chief Warden is responsible for leading the response to an incident inside a building until relieved by emergency services or the Airport Forward Commander. During an incident their role includes:

- Identifying the location of the emergency and situation

- Ensuring that emergency services have been notified

- Advising the Airport Forward Commander of the location at which to meet the Control Agency

- Leading the Wardens to achieve their role as per response procedures

- Ensuring all ECO are clearly identifiable

- Providing direction to the ECO on behalf of the Airport Forward Commander or Police with regard to evacuation

- Achieving any other tasks set by the Airport Forward Commander

The role of Chief Warden is normally filled by a member of the IOC and wears a white tabard with "Chief Warden" to identify them.

Zone Wardens

Zone Wardens are trained occupants who are responsible for leading wardens within their zone during an emergency. Their role includes:

– Ensuring they are identifiable as a zone warden

– Knowing the evacuation procedures and emergency plans

– Being familiar with escape routes, exits, building layouts and emergency assembly points of their zone

– Understand safe practices in responding to events

– Being prepared to take control of their designated area and understanding their role in ERPs

– Understanding the role of wardens and communicating up and down as required to achieve outcomes

– Following any other reasonable direction of the Airport Forward Commander or Chief Warden

Wardens

Wardens are trained occupants that are responsible for helping others in their assigned area during an emergency. Their role includes:

– Ensuring they are identifiable as a warden

– Knowing the evacuation procedures and emergency plans

– Being familiar with escape routes, exits, building layouts and emergency assembly points of their assigned work area

– Understanding safe practices in responding to events

– Being prepared to take control of their designated area and understanding their role in ERPs

– Maintaining communication with the Zone Warden or Chief Warden as required to achieve outcomes

– Following any other reasonable direction of the Airport Forward Commander or Chief Warden

First Aiders

First Aiders are trained personnel who are available to render basic medical assistance to those that need it during an emergency. Their role includes:

- Ensuring they are identifiable as a first aider

- Being familiar with escape routes, exits, building layouts and emergency assembly points of their zone

- Understand safe practices in responding to events

- Being prepared to take render assistance in their designated area and understanding their role in ERPs

- Providing initial first aid to those who require assistance

- Remaining with patients if it is safe to do so

- Assisting emergency services on their arrival to treat patients

- Following any other reasonable direction of the Airport Forward Commander or Chief Warden

Tenants and Contractors

Tenants and contractors working in APAM controlled buildings are expected that have emergency response arrangements which meet AS3745:2010 and align with this emergency plan. It is an expectation that APAM's Chief Warden controls all emergencies until the arrival of emergency services and that any response procedures also align with APAM response procedures.

Occupants can contact the Emergency Planning Manager at resilience@melair.com.au for guidance and support in ensuring their arrangements are suitable.

Response Arrangements

Response arrangements are outlined in the following documents:

- **ECO Emergency Response Procedures (ERPs)** – The ERPs provide guidance to members of the ECO in how to respond to different types of emergencies.
- **The Melbourne Airport Building Emergency Handbook** – The handbook is a reference for staff, contractors and visitors to the airport that do not play role in managing the event. The handbook is complimented by the emergency reference cards that are issued to all staff with their ASIC.

Both the ERPs and the Terminal Emergency Handbook are available in electronic copy on the Business Resilience Hub.

The response procedures produced have been designed to manage the consequence of an emergency. Most emergencies will require occupants to shelter in place, evacuate or lockdown or a combination of these. Where threats are assessed as being more likely or catastrophic, individual procedures have been written. All procedures must be read in conjunction with the AEP and any SOPs that are available.

Emergency Response Procedures for the ECO have been prepared for the following:

Fire:	Smoke or Fire has been identified – or – the Fire Indicator Panel has activated
Bomb Threat:	A threat has been made that there is an actual or potentially explosive device or substance, or device placed within the precinct
Medical Emergency	Someone is suffering an acute condition or injury that is or has the potential to be life threatening if untreated
Serious Personal Threat	Where an armed or unarmed person threatens injury to others or to themselves – or – a persons behaviour threatens to damage property or infrastructure
Shelter in Place	There is an emergency that requires building occupants to shelter in place in order to remain safe
Evacuation	There is an emergency that requires building occupants to evacuate in order to ensure their safety
Lockdown	There is an emergency that requires a building and its occupants to remain in place and lockdown access to the location to ensure their safety. This is usually associated with Serious Personal Threat where escape is not an option.

Information and Warnings

Clear accurate and early information and warnings are essential to ensure effective management of emergencies. Information and the way it is delivered is managed differently depending on whether it is information for staff, contractors and visitors or the public.

Internal Communication

Internal communication is the information and warnings provided to APAM staff, contractors, airlines and ground handling agents (GHA) and emergency services partners during an emergency. This communication is normally facilitated by the IOC.

Other systems used for communication include:

− Fire Indicator Panels (FIP) and Warden Intercom Points (WIP)
− Warning lights and tones (blue strobe, alert, evacuate)
− Public address system (Coordinated from the IOC)
− Whispir is Melbourne Airports information and warning system, which is used to communicate via SMS or audio message to selected recipients

Public Communication

Public communication is delivered by the PA system. In the event there is a failure of the PA system, loudhailers are available. Safety cars also have loudspeakers on them for communicating with passengers that evacuate airside.

Media Management

All media enquiries are to be directed to APAMs communications team if a Media Officer has not been appointed. The communications team can be contact on 03 9335 3666 for urgent enquiries and media@melair.com.au for less urgent matters.

During a major event, media should be directed to the Incident Controller or the Airport Forward Commander.

Evacuation Management

This plan considers two types of evacuation: planned and unplanned. The response to each differs due to the resources that are available and the events that likely cause the evacuation.

Unplanned Evacuation

An unplanned evacuation will occur because of an emergency where people's safety may be at immediate risk, and the risk they face is greater if they remain than it is to evacuate.

This type of evacuation may be **directed**, by a warden or emergency services or it may be **self-evacuation** of people naturally trying to escape a dangerous event. It may also be a combination of both.

Unplanned evacuations are most common and require a quick response from the ECO and other staff who play a role in emergencies to assist with the safe movement of people to planned locations.

Planned Evacuation

Planned evacuations are managed by Victoria Police, who have a legislative responsibility under the State Emergency Management Plan, to appoint an Evacuation Manager. The evacuation manager will work with airport staff and other emergency services to manage the evacuation.

This type of evacuation may be a **total, partial** or **phased** evacuation depending on the type of emergency and dangers faced. As part of a planned evacuation, occupants may be asked to **shelter in place** for extended periods of time as this is the safest option.

Planned evacuations follow the same process every time, which is in line with the national guidelines for evacuation. The steps of a planned evacuation are:

1. Decision to evacuate – The process of identifying the authority to order an evacuation and planning to do so
2. Warning – Advising occupants that the decision has been made
3. Withdrawal – The movement of people out of the affected area in a controlled manner
4. Shelter – Ensuring that evacuees have a place to shelter while they are displaced
5. Return – The planned movement of people back into the affected location

Refer to the Business Resilience Hub for evacuation maps.

Recovery Arrangements

Recovery is the process of coming to terms with the impacts of a disaster and managing the disruptions and changes caused. Recovery is a long-term, multi-layered process that is more than the replacement of what has been destroyed and the rehabilitation of those affected.

Melbourne Airport will appoint a Recovery Manager to manage the recovery process. For detailed information on the recovery process, see the Melbourne Airport Recovery Plan.

Education and Exercises

People who play a role in responding to emergencies need to be adequately trained and provided the opportunity to participate in exercises to test their knowledge. Detailed information about education and exercises is available through APAMs Business Resilience team.

Business Units and Tenants are expected to provide a minimum number of wardens, determined in consultation with the Business Resilience team, and support their availability to train and exercise.

Education

The following table outlines the recommended level and frequency of training for Melbourne Airport.

Training	Frequency	Mode	Required For
Introduction to Emergencies	On commencement, refreshed every two years	Virtual	All APAM Staff (Contractors and Tenants should cover emergency procedures in their inductions).
Chief Warden Training	Once	In Person	IOC Managers, Airport Forward Commanders, Chief Wardens
Chief Warden Refresher	Annually	Virtual	IOC Managers, Airport Forward Commanders, Chief Wardens
Warden Training (incl. Zone Wardens)	Annually	Virtual	All APAM staff who may perform the role of warden (Contractors and Tenants can seek guidance and support from the Emergency Planning Manager)
FIP and EWIS Panel Training	Annually	In Person	IOC Managers, Airport Forward Commanders, Chief Wardens

Exercises

The Emergency Planning Manager will ensure that exercises are carried out to meet the minimum requirements of the AS3745:2010 and CASA requirements under the MOS139.

Detailed information on the schedule of exercises annually can be obtained by emailing resilience@melair.com.au.

Reference

Internal Documents
Melbourne Airport Emergency Plan
Melbourne Airport Recovery Plan
ECO Emergency Response Procedures
Melbourne Airport Terminal Emergency Handbook
External Documents
CASR Manual of Standard 139
Victorian State Emergency Management Plan (SEMP)
Emergency Management Act 2013
Australian Standard AS3745:2010 – Planning for emergencies in facilities

Contact resilience@melair.com.au for support accessing documents.

Hyperlinks

Many of the hyperlinks in this document are linked to APAM internal documents. Where a hyperlink is broken please contact the Emergency Planning Manager for access to these documents at resilience@melair.com.au.

Further Information

For further information regarding this document, please contact:

Melbourne Airport Business Resilience Team
resilience@melair.com.au

Abbreviations

AEC	Airport Emergency Committee
AEP	Airport Emergency Plan
AFC	Airport Forward Commander
AFP	Australian Federal Police
ARFFS	Aviation Rescue and Fire-Fighting Service
APAM	Australian Pacific Airports Melbourne
CASA	Civil Aviation Safety Authority
CBD	Central Business District
DCC	Deputy Crisis Chair
ECO	Emergency Control Organisation
EMT	Emergency Management Team
EPSC	Emergency Planning Sub-Committee
ERC	Emergency Reception Centre
ERP	Emergency Response Procedure
FAC	Family Assistance Code
FAP	Family Assistance Plan
FCP	Forward Command Post
FCR	Fire Control Room
FIP	Fire Indicator Panel
FSC	Fire Safety Committee
IOC	Integrated Operations Centre
WIP	Warden Intercommunication Point