Airport Emergency Plan
Hamad Int’l Airport (HIA)
Doha-Qatar

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Hamad International Airport-Qatar
What We Will Look At -

- **A. HIA Overview**
  - Airport Facts & Figures
  - Airport Facilities
- **B. Airport Emergency Plan - HIA**
  - AEP Legal Framework & Definition
  - Emergency Management Structure
  - Emergency Response Facilities
  - Public Health Preparedness and Response at HIA
- **C. 7-Min Video - Exercise Charlie Oryx 2015**
A: Hamad International Airport Overview

- Soft opening - 30th Apr 2014
- Full-Commercial Operation started on 27th May 2014

Passenger Load Per Year (2014-2016)

- 2014: 26,356,392
- 2015: 30,906,021
- 2016: 37,255,035

Hamad International Airport
Qatar
HIA Site

- Half of Airport site reclaimed from the Gulf
- Airport Surface 22 SQ. KMs
- Equal in scale to ¼ of Doha
- 4 km east of old airport – Doha International Airport (DIA)
Facts and Figures

- **Annual Aircraft movement**: 242,260 Aircraft (in 2016)
- **Total Commercial Airlines Operating at HIA**: 31 (Pax) / 7 (Cargo)
- **Total Aircraft Stands at HIA**: 154 including 41 contact stands
Airport Layout and Facilities

- Two Parallel Runways – one of which is 8th longest runway in the world
B. Airport Emergency Plan - HIA

- AIRPORT EMERGENCY PLAN (AEP) - HIA
  Edition 3, V.1, issued Nov 2015
AEP Legal Framework

- International Civil Aviation Organization (ICAO)
  Annex 14, Vol. 1, Chapter 9, Item 9.1

- Qatar Civil Aviation Authority (QCAA)
  QCAR-ADR Chapter 9, Item 9.1

- Hamad International Airport
  Aerodrome Manual Part 4, Section 3

- International Health Regulation (IHR) 2005
  Core Capacity 9: Points of Entry (PoE)
Airport Emergency Plan (AEP) Definition

A plan developed by the Airport Authority to coordinate all responses of airport services with other agencies and their individual Airport Emergency Procedures in conjunction with state and other supporting plans for dealing with an Airport Emergency.
Types of Airport Emergencies

(under AEP-HIA Chapter 2 – Emergency Response)

- Part 1 – Aircraft Accident
- Part 2 – Full Emergency
- Part 3 – Local Standby
- Part 4 – Aircraft Ground Incident
- Part 5 – Domestic Fire
- Part 6 – Bomb Threat
- Part 7 – Unlawful Interference / Hi-Jacking
- Part 8 – Chemical, Biological, Radiological, Nuclear (CBRN) Incident
- Part 9 – Public Health Emergency (PHE) Incident
Emergency Partnerships

REQUIRE COORDINATION, COMMUNICATION AND COOPERATION to

Maintain the flow of –

• People
• Baggage
• Aircraft
• Cargo
• Information

... during an aviation crisis
Call-Out Chart

SECTION 1. CALL-OUT CHART (Aircraft Accident)

Notes:
1. The list of Telephone Numbers are shown in Appendix A.
2. Agencies will be called to respond following the Call-out Chart and on need basis either through ATC, coordinating agencies or EOC once activated.
3. The detailed call-out and response of the above agencies will be reflected in their respective Emergency Response Procedures.

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Airport Emergency Plan
Hamad International Airport
Doha-Qatar
Emergency Management Structure

- Hot Zone - Accident Site

- Responsible
  - QCAA Airport Rescue & Fire Fighting Svcs.
  - Civil Defence
  - Qatar Emiri Air Force

- Responsible
  - QCAA Investigating Team
  - HIA Safety Dept.
  - Aircraft Operator’s Safety Dept.
  - Other Regulatory Bodies such as NTSB, etc...

- Responsible
  - Qatar Airways Technical & QAS Engineering – Disabled Aircraft Recovery Team (DART)
Emergency Management Structure

• Hot Zone (at Sea) - Accident Site

Hot Zone

AIRCRAFT ACCIDENT AT SEA (Accident Site) HOT ZONE
• Saving Lives (Search & Rescue)

Responsible
• Qatar Coasts & Borders Security Department (QCBS)
• Qatar Emiri Navy (QEN)
• Qatar Petroleum (QP)
• Qatar Emiri Air Force (QEAF)
Emergency Management Structure

- Bronze Operational Zone - Forward Control Point

**FORWARD CONTROL POINT (FCP)**
- Site Commander – HIA SM SAO
- Control & Coordination among agencies
- Resource Allocation (manpower/equipment/appliances)
- Security & Access Control

**CASUALTY COLLECTION POINT (CCP) near FCP**
- triaging, medical & first aid assistance
- Transporting casualties to Hospitals, to Passenger Reception Centre (PRC) and Crew Reception Centre (CRC)
- Humanitarian Response and after care to passengers & crew members involved

**Site Management Team:**
- Hamad Int'l Airport (HIA)
- Qatar Civil Aviation Authority (QCAA)
- Qatar Airways
- Airline/Aircraft Operator involved
- Qatar Aviation Services
- Hamad Medical Corporation
- Civil Defence/MOI
- Airport Security/ MOI
- Crime Investigation Dept/ MOI
- Qatar Emiri Air Force
- Qatar Coasts & Borders Security
- Qatar Emiri Navy
- Other agencies involved for sea rescue
Emergency Management Structure

- Silver Tactical/Strategic Zone - Emergency Ops Centre

**Incident Management Team:**
- Hamad Intl Airport (HIA)
- Qatar Civil Aviation Authority (QCAA)
- Airport Security Dept./MOI
- Airport Immigration Dept./MOI
- Civil Defence/MOI
- Hamad Medical Corporation
- Aircraft Operator involved
- Qatar Airways
- Qatar Aviation Services
- Qatar Coasts & Borders Security Dept./MOI
- Qatar Emiri Navy
- Qatar Emiri Air Force
- Ministry of Environment
- Ministry of Public Health
- Other agencies involved

**EMERGENCY OPERATIONS CENTRE (EOC)**
Incident Mgmt Team led by Incident Commander (COO HIA)
- Overall Command, Control & Coordination among responding agencies & stakeholders
- Tactical & Strategic Decision Making
- Crisis Management on both accident-related and disrupted airport operation
- Activation and Management of various centers such as Airport Media Centre (AMC), Friends & Relatives Reception Centre (FRRC), & Reunion & Exit Centre (REC)
- National Command Centre (NCC), Group Emergency Control Centre (GECC) and Other Airline’s Command Centre (OACC) Coordination
- Resource Allocation
- Aircraft Salvage & Recovery Planning
- Business Continuity (Restoration of normal airport operation)
Emergency Management Structure

- Gold Strategic Zone - National Command Center
  All Ministries, Agencies & Departments responsible in providing –

**GOLD STRATEGIC ZONE**
- National Command Center (NCC)
- Permanent Emergency Committee - PEC

**SILVER TACTICAL ZONE**
- HIA Emergency Operations Centre (EOC)
- Incident Management Team - IMT

**BRONZE OPERATIONAL ZONE**
- Forward Control Point (FCP)
- Site Management Team - SMT

**HOT ZONE**
- Fire Fighting, Search & Rescue Team

- State Support
- National Safety
- National Security
- State Stability

**HOT ZONE**
- Fire Fighting, Search & Rescue Team

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Airport Emergency Plan
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Emergency Response Facilities

Rendezvous Point (RVP)
Emergency Response Facilities

**Rendezvous Point (RVP)**

The RVP is where all external and internal emergency response agencies assemble for smooth deployment of responding vehicles.
Emergency Response Facilities

Rendezvous Point (RVP) Mobile Command Vehicle.
Emergency Response Facilities

Airport Fire Station (AFS) – West & East
Emergency Response Facilities

AIRPORT FIRE STATION (AFS) WEST AND EAST

AFS - WEST

AFS - EAST

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Airport Emergency Plan
Hamad International Airport
Doha-Qatar
Emergency Response Facilities

**Forward Control Point (FCP)** The FCP is where the field commanders of the major response agencies position themselves. The FCP serves as the coordinating point and control of the Inner Cordon (Hot Zone) that surrounds any incident.

FCP Mobile Command Vehicle
Emergency Response Facilities

• Emergency Ops Centre (EOC) The EOC is a command, coordination and communication centre that is available 24 hours a day and able to deal with emergency situation at the airport.

1. Central Control During Emergency
2. Manned by
   • HIA Senior Staff
   • Involved Stake Holders
   • Governmental Agencies
   • Responding/Emergency Services
3. Centralised Collaborative Decision Making
4. Direct link to the incident site
5. Monitoring Media
Emergency Response Facilities

**HIA Local Control Centre (HIA LCC)** The HIA LCC is one of the Emergency Responder Reporting Point (ERRP). It is where airlines and off-airport staff and volunteers, including emergency responders and Service Providers who have a defined role at the airport to register and respond.
Emergency Response Facilities

**HIA Support Centre (HIA SC).** There are 2 HIA SC at HIA.

**HIA Support Centre-1 (HIASC-1)** - for external Humanitarian Support Responders, the affected airlines’ Service Providers, the Chaplains, the Consulates and the rest of the government agencies not listed among the Incident Management Team composition.

**HIA Support Centre-2 (HIASC-2)** - for internal HIA Management and staffs who will support and assist the HIA Management in dealing and managing the crisis and the operational disruptions.
Emergency Response Facilities

Passenger Reception Centre (PRC)  The PRC is where uninjured passengers in an aircraft accident/incident at the airport is being processed, registered and provided with basic welfare needs.

- **Passenger Reception Centre-1 (PRC-1) for >300 uninjured pax**
  Remote Gate Hold Room, Concourse C, PTC

### USE DURING NORMAL OPERATIONS
- Remote Gate Hold Room for both East and West Remote Parking Stands
- Can accommodate up to maximum of (6) flights during peak hour-operations
- Available 24/7

### AMENITIES
- Current Seat Capacity: 566 with open space for additional seats of up to 1,000 +, if required
- Away from Public View
- Free WIFI with 12 INTERNET KIOSKS
- With PRC Admin Support Room
- Available Rest Rooms for both Male and Female
Emergency Response Facilities

- Passenger Reception Centre-2 (PRC-2) for <300 uninjured pax
- First & Business Class Lounge, Arrival Airside, PTC

**USE DURING NORMAL OPERATIONS**

- Qatar Airways First & Business Class Lounge for Arriving QR First & Business Class passengers
- Available and manned 24/7

**AMENITIES**

- Current Seat Capacity: 81 with open space for additional seats of up to 300
- Can be cordoned to avoid Public View
- Reception Counter
- Buffet (Food/Drinks 24Hours)*
- MOI Immigration Counters*
- Smoking Lounge*
- Restrooms (Male/Female)

Open Lounge with more space for additional seats if required

FREE WIFI ZONE

Restrooms (Male / Female)
Emergency Response Facilities

Crew Reception Centre (CRC) The CRC is where uninjured crew members in an aircraft accident/incident at the airport is being processed, registered and provided with basic welfare needs.

Location: QR OPS Center Bldg.

Departure Crew, Ground Level, QROC Building
Emergency Response Facilities

Friends & Relatives Reception Centre (FRRC) The FRRC is the holding area where families, friends and meeters of passengers involved in an aircraft accident/incident will assemble, register and given information regarding the emergency situation.

<table>
<thead>
<tr>
<th>USE DURING NORMAL OPERATIONS</th>
<th>AMENITIES</th>
</tr>
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<tbody>
<tr>
<td>• Qatar Airways First &amp; Business Class Lounge for Arriving QR &amp; One-World passengers</td>
<td>• Reception Counter</td>
</tr>
<tr>
<td>• Available and manned 24/7</td>
<td>• Buffet (Food/Drinks 24Hours)*</td>
</tr>
<tr>
<td>• Seat Capacity: 146 with open space for additional seats when necessary</td>
<td>• TV Room convertible in Meeting or Briefing Room*</td>
</tr>
<tr>
<td></td>
<td>• Smoking Lounge*</td>
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</tbody>
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FRRC – QATAR AIRWAYS BUSINESS LOUNGE, ARRIVAL LANDSIDE, PTC
Emergency Response Facilities

Reunion & Exit Centre (REC) The REC where uninjured passengers and their families, friends and meeters are reunited. This is also a point where families and friends may be given information about their passenger/loved one with discreet and privacy.

USE DURING NORMAL OPERATIONS

- First Class & Business Class passenger’s Business Center : (4) Cubicles with 2 desktop PCs per cubicle
- Meeting Rooms (2)

AMENITIES

- Business Centers – Cubicles and meeting rooms for the reunion of family members and uninjured passengers

Business Center – Meeting Rooms

Cubicles (4)

Meeting Rooms (2)
Emergency Response Facilities

Airport Press Room (APR) The APR also known as Airport Media Centre (AMC) is a point where Media can respond to in an airport emergency situation.

Location: Short Term Car Parking PTC
Emergency Response Facilities

Personal Effects Storage Area (PESA) The PESA is where the personal effects recovered from the accident site (on airport) are being kept until the investigation is complete.

Location: QR Maintenance Hangar
Emergency Response Facilities

Temporary Morgue. The Temporary Morgue is a short-term storage facility for the bodies of dead accident victims, which might be as simple as a field, an aircraft hangar, a cool room or refrigerated truck container.

Location:
Human Remain Cool Room,
Cargo Terminal
Emergency Response Facilities

Airport Medical Clinic. The Airport Medical Clinics are Medical Service facility provided at the Hamad International Airport to manage health-related issues of the passengers and employees within the airport.

Locations:

At PTC - Medical Clinics (3)
- Departure Landside
- Arrival Airside
- North Node Airside

At Midfield - Medical Clinic (1)
- Midfield Medical Centre (MMC)
Emergency Response Facilities

Sea Rescue Stations

Isolation Bay

Midfield Tunnel

Sea Rescue Stn - North

Sea Rescue Stn - South

Midfield Access Road

Commercial Access Road

Terminal Access Road

RVP - East

RVP - West

RVP – Naval Base

Sea Rescue Stn - Naval Base
Emergency Response Facilities

Designated Stands for Aircraft w/PHE Incident

- Midfield Access Road
- Commercial Access Road
- Terminal Access Road
- Midfield Tunnel
- Sea Rescue Stn - North
- Sea Rescue Stn - South
- RVP – Naval Base
- Sea Rescue Stn-Naval Base
- Designated Stands for PHE
Public Health Preparedness and Response at HIA-Qatar

• **Presented during 2\textsuperscript{nd} day of** –
  the Fifth Meeting of the CASPCA-Middle East Project (CAPSCA-MID/5); and CAPSCA Workshop, and Training for Technical Advisors (Cairo, Egypt, 29 February - 3 March 2016)

C. Video Presentation
Exercise Charlie Oryx 2015
Question
Thank you

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