

Emergency Contact Details

Airside Operational Instruction 19

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AOI Owner - Head of Compliance & Business Resilience



SECTION 1 - INTRODUCTION

1. AOI Owner

1.1 The AOI owner for this document is the Head of Compliance and Business Resilience.

2. Introduction

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

3. Scope

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

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

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

SECTION 2 – EMERGENCY CONTACT NUMBERS

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

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

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

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

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

SECTION 3 – DISCOVERY OF FIRE

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

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

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

SECTION 4 – BOMB THREATS

1. Introduction

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

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

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

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

SECTION 5 – FIRST AID

1. Introduction

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

2. First Aid - Passengers and Aircraft

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

3. First Aid – Tenants

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

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

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

4. Ambulance Requests

- 4.1 You should only request an ambulance if you/someone you are with need emergency medical assistance following a serious accident, illness or injury - for example, in the event of traumatic blood loss, chest pain or loss of consciousness. For less urgent medical queries a first aider should be requested in line with the above procedures.
- 4.2 All requests for ambulances on the Airport site should be made by contacting extension 3333 or 01332 818555. This call will be answered by the EMA Control Room who will take all relevant details and contact the ambulance service. This is to ensure that suitable escort vehicles are arranged to escort the ambulance to the correct location.
- 4.3 When requesting an ambulance the caller should try to provide the Control Room with as much information as possible. This should include:
- Nature of injury/illness (please give as much detail as possible including nature, severity)
 - Is the casualty conscious and/or breathing?
 - Location of casualty (please be as exact as possible and include flight number if on board aircraft)
 - Who is currently with the casualty? (staff, first aider etc.)
 - Name and company of person calling 3333
 - Telephone number to contacted if further details are required
- 4.4 Direct calls to the EMA Fire Station should not be made as this may result in a delay to the response.

SECTION 6 – EMERGENCY CONTACT POINTS

1. Emergency contact points are installed at various locations on the three main aprons and in the Maintenance area. These are to be used in the event of an incident in an airside area and are located at a maximum distance of 100m apart.
2. Procedures for, and the locations of, the Emergency Contact Points are contained in AOI 7 “Airside Safety”.