MILAN MALPENSA AIRPORT

AERONAUTICAL EMERGENCY PLAN

Contents

INTRODUCTION 4

LEGISLATIVE REFERENCES 5

DEFINITIONS 7

ACRONYMS 10

PART 1 13

- GENERAL PROVISIONS 13

1.1 PURPOSE AND SCOPE OF APPLICATION 14
1.1.1 AIRCRAFT ACCIDENT OUTSIDE THE AIRPORT GROUNDS 15
1.2 PROCEDURE FOR APPROVAL AND PUBLICATION OF THE PLAN 16
1.3 PLAN DOCUMENTS 17
1.4 RESPONSIBILITIES, ROLES AND FUNCTIONS 17
1.5 EVENTS PROVIDED FOR 18
1.6 MANAGEMENT OF 2ND AIRPORT STATE OF EMERGENCY 19
1.7 MEDICAL ASSISTANCE/EMERGENCY MANAGEMENT 24
1.8 EMERGENCY MANAGEMENT: KNOWLEDGE AND COMMUNICATION 25
1.8.1 ACTIVATION OF THE STATES OF ALERT, EMERGENCY AND ACCIDENT 25
1.8.2 ELECTRONIC ALARM SYSTEM 26
1.8.3 RADIOTELEPHONE COMMUNICATIONS 27
1.8.4 GRID MAPS 28
1.9 EVENT MANAGEMENT 28
1.9.1 AIRPORT CATEGORY FOR THE PURPOSES OF RESCUE AND FIRE FIGHTING 28
1.9.2 INTERVENTION AT THE SCENE OF THE ACCIDENT 28
1.9.3 ADVANCED COMMAND POST (ACP) 29
1.9.4 EOC - EMERGENCY OPERATIONS CENTRE 30
1.9.5 USE OF THE MANOEUVRING AREA 31
1.9.6 AIRSIDE ACCESS AND RENDEZVOUS POINT FOR RESCUE VEHICLES 32
1.9.7 EMERGENCY MEDICAL SERVICES 33
1.9.8 FIRST AID AREAS 34
1.9.9 TEMPORARY MORGUE FOR HUMAN REMAINS 34
1.9.10 CUSTODY AND REMOVAL OF THE DISABLED AIRCRAFT 35
1.9.11 APRON OPERATIONS 35
1.9.12 CLOSURE OF THE ALERT/ EMERGENCY STATES 35
1.9.13 ASSISTANCE AREAS 35
1.9.14 ASSISTANCE TO PASSENGERS INVOLVED IN THE ACCIDENT 38
1.9.15 TELEPHONE ENQUIRY CENTRE (TEC) 38
1.9.16 INFORMATION AND ASSISTANCE TO WAITING PASSENGERS 38
1.10 VERIFICATION AND UPDATING OF THE EMERGENCY PLAN 40
1.10.1 AEC AERODROME EMERGENCY COMMITTEE 40
1.11 OCT OBSERVER CRITIQUE TEAM 41
1.12 DRILLS 41
1.12.1 PLANNING AND ORGANISATION OF DRILLS 43
1.12.2 DE-BRIEFING 44
1.12.3 UPDATES 44

2 PART 2 - DUTIES 45

2.1 STATE OF ALERT 46
2.1.1 CONTROL TOWER 47
2.1.2 AIRPORT FIRE BRIGADE DEPARTMENT 48
2.1.3 ENAC 49
2.1.4 DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES 50
2.1.5 SEA AIRPORT DUTY MANAGER - OPERATIONS MANAGEMENT 51
2.1.6 AIRLINE 52
2.1.7 STATE POLICE, FINANCIAL POLICE AND CARABINIERI 53
2.2 STATE OF EMERGENCY 54
2.2.1 CONTROL TOWER 55
2.2.2 THE AIRPORT FIRE BRIGADE DEPARTMENT 57
2.2.3 ENAC 58
2.2.4 THE DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES 59
2.2.5 AIRPORT BORDER POLICE, POLICE 2ND AIR UNIT, CARABINIERI, FINANCE POLICE, CUSTOMS 60
2.2.6 SEA AIRPORT DUTY MANAGER– OPERATIONS MANAGEMENT 61
2.2.7 AIRLINE 62
2.3 STATE OF ACCIDENT 63
2.3.1 CONTROL TOWER 64
2.3.2 AIRPORT FIRE BRIGADE DEPARTMENT 66
2.3.3 ENAC 68
2.3.4 DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES 69
2.3.5 THE AIRPORT HEALTH DOCTOR/USMAF-SASN 70
2.3.6 BORDER POLICE, POLICE 2ND AIR UNIT, CARABINIERI, FINANCE POLICE, CUSTOMS 71
2.3.7 SEA AIRPORT DUTY MANAGER - OPERATIONS MANAGEMENT 73
2.3.8 AIRLINE 75
2.3.9 EOC 77

3 ANNEXES 78

ANNEX A1 – AIRPORT PERIMETER 79

A1BIS - AIRPORT BOUNDARY TERRITORY 79

ANNEX B - RADIO NAMES ASSIGNED 80

ANNEX C - MEDIA RELATIONS AND ASSISTANCE TO RELATIVES 81

ANNEX D - WEEKLY TAM TAM CHECK PROCEDURE 82

ANNEX E - THE CHAIN OF COMMAND 83

ANNEX F - EOC EQUIPMENT 84

ANNEX G - ACP EQUIPMENT 85

ANNEX H - TELEPHONE DIRECTORY 86

ANNEX I - MET TAG 90

ANNEX L - AIRPORT FIRST AID SERVICES - INTANGIBLE SUPPLIES 91

ANNEX M - TRIAGE AREA MODEL 100

ANNEX N - MAPS AND CONTACTS OF EMERGENCY MANAGEMENT FACILITIES 101

APPENDIX 1 *COMMUNICATION AND INTERVENTION FLOW DURING THE PHASE PRIOR TO THE CONSTITUTION OF THE EOC* 105

APPENDIX 2 *STATE OF ALERT: MAIN ACTIONS* 106
APPENDIX 3 *STATE OF EMERGENCY: MAIN ACTIONS* 107
APPENDIX 4 *STATE OF ACCIDENT: MAIN ACTIONS* 108

INTRODUCTION

This "Aeronautical Emergency Plan", (AEP) adopted by ENAC by means of a specific Ordinance, constitutes the fundamental act of planning and coordination of the measures to be adopted with regard to emergencies arising from aircraft accidents involving Milan Malpensa Airport.

The coordination activity of public agencies is carried out by ENAC in advance through the adoption of this Plan, ascertaining the correct distribution of tasks and responsibilities of the various agencies involved, which will have to adopt consistent procedures to ensure the effective application of the provisions of the Plan.

The Airport Operator ensures that the Aerodrome Emergency Committee (AEC), a strategic decision-making committee composed of experts and representatives of Agencies and Companies involved in airport emergency management, is convened on an ongoing basis to evaluate and share aspects related to the AEP and monitor the management of real events.
The members of the AEC are delegated and trained according to the Airport Operator's Training Programme to propose and share the scenario of the drills, evaluate their results and promote Plan updates and revisions.

The value of proper planning is determined by its adequacy in ensuring the objective of minimizing the effects of an emergency or accident, in particular with regard to saving lives and maintaining airport operations at the highest level possible.

These objectives are achieved by ensuring prompt intervention and adequate coordination of the various players involved in rescue operations, establishing precise functions for each airport Agency and Service.

The set of objectives highlighted are achieved by:

- defining, for each player involved, precise roles and duties;
- designating the authority coordinating operations;
- defining the tools to facilitate speedy resumption of airport operations.

The typical emergency management scheme therefore envisages three main successive phases:

- knowledge and communication;
- rescue operations;
- post-rescue operations.

Of fundamental importance for the timeliness and effectiveness of rescue operations is precise and orderly exchange of information between the various players involved. Consequently, the need to pay utmost attention to the States of Emergency notification phase and observance of communication flows is paramount.

The activation of the Airport Emergency Plan must be ensured independently of the constitution of the Emergency Operations Centre (EOC), as indicated in Appendix 1 of this document "Communication and intervention flow during the phase prior to the constitution of the EOC".

LEGISLATIVE REFERENCES

- ICAO – Airport Service Manual (Doc 9137-P1-E) Part 1: *Rescue and Fire Fighting*;
- ICAO – Airport Service Manual (Doc 9137-AN/898) Part 7: *Airport Emergency Planning*;
- Reg. EU No 139/2014 - ADR.OPS.B.005, ADR.OPS.B.010, AMC and GM issued by EASA;
- EU Regulation No 996/2010 of the European Parliament on the investigation and prevention of accidents and incidents in civil aviation and as amended and supplemented;
- Royal Decree 30/03/1942, No. 327 and subsequent revisions: *Navigation Code*;
- Law no. 225 of 24/02/1992: *Establishment of the National Civil Protection Service;*
- Legislative Decree no. 139 of 08/03/2006. *Reorganization of the National Fire Brigade Corps;*
- Ministerial Decree 13/02/2001: *Criteria for organising emergency medical services in disasters;*
- D.P.C.M. Directive of the Presidency of the Council of Ministers of 27 January 2012 - Civil Protection Department: Amendments to the Directive 2 May 2006: *"Guidelines for emergency coordination"* and subsequent amendments;
- Council of State's judgements no. 5943/2013 and no. 661/2015;
- ENAC Circular APT 18A dated 30/01/2008: *Airport emergency plan;*
- ENAC Circular GEN 05 A dated 12/10/2018: "Plan to assist the victims of aircraft crashes and their families;
- Regional Law no. 16 of 22 May 2004: *"Consolidating act on civil protection";*
- AIP – Italy AD2 LIML;
- Airport Regulations of Malpensa Airport, adopted by current Ordinance issued by D.A.L. ENAC;
- ENAC – SEA Agreement.
- Fire Fighters -SEA Agreement of March 29th 2018 and subsequent amendments
- ENAC Regulation for the immediate reporting of an aircraft accident, serious incident or serious airport disruption Ed.1 of 22/12/2021

DEFINITIONS

Airport	A defined area on land or water, including any buildings, installations, and equipment, intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.
Accident	An event associated with the operation of an aircraft which, in the case of a manned aircraft, occurs between the time when a person boards with the intention of making a flight and the time when all persons who have boarded with the same intention disembark or, in the case of a remotely piloted aircraft, it occurs between the time when the aircraft is ready to move in order to make a flight and the time when it stops at the end of the flight and the main propulsion system is switched off, at which time: a person sustains serious or fatal injury as a result of - being inside the aircraft - or comes into direct contact with any part of the aircraft, including parts detached from the aircraft - or is directly exposed to jet fuel, except where the injury is due to natural causes, self-inflicted or caused by other persons - or is sustained by stowaways hiding outside areas normally accessible to passengers and crew; or the aircraft suffers structural damage or failure which compromises the structural strength, performance or flight characteristics of the aircraft and generally requires major repair or replacement of the damaged item, except for engine failure or damage to the engine when the damage is limited to the engine itself (including cowling or accessories), propellers, wing tips, antennae, probes, anti-slip fins, tyres, braking devices, wheels, fairings, panels, landing gear doors, windshields, aircraft trim (such as small dents or holes), or minor damage to main rotor blades, tail rotor blades, landing gear, and damage caused by hail or bird impact (including holes in the radome); or the aircraft has disappeared or is completely inaccessible.
Advanced Medical Post (AMP)	Area for the selection and medical treatment of victims, located on the outer edge of the safety area or in a central area in relation to the event. It can be either a structure (tents or containers) or an area dedicated to the task of collecting victims, concentrating first aid resources and organising medical evacuation of the injured.
Air Traffic Control Unit	A generic term that can identify, in relation to the area or Controlled Airspace, an Area Control Center – ACC, an Approach Control Office – APP and a Control Tower – TWR.
Aircraft stand	A designated area on an apron intended to be used for parking an aircraft.
Airline/Carrier	Any entity authorised to transport passengers, mail, cargo by air from/to the airport in question.
Airport Fire Brigade	Airport Rescue and Fire Fighting Service provided by the Ministry of Interior - Department of Fire Brigade, Public Rescue and Civil Defence.
Airport Operator	Company which by virtue of a law or agreement operates, in whole or in part, an airport.
Alert	Condition in which there is reason to doubt the safety of an aircraft and its occupants.
Apron	A defined area, on a land aerodrome, intended to accommodate aircraft for purposes of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.
Area 35L	The remaining movement area including the entire taxiway “H” and aircraft stands of Terminal 1 and 2.
Area 35R	Area extending from taxyway "C" to the eastern perimeter of the airport grounds, including runway 35R/17L,

ATC authorization	Authorisation that commits an aircraft to operate under certain conditions required by an air traffic control agency. For convenience the term air traffic control clearance is frequently abbreviated to clearance whenever used in the appropriate circumstances.
Collection area	Area in which the injured are initially gathered and sent to TRIAGE.
Control Tower	Agency established to provide the air traffic control service at an airport.
Crisis Room	Location of the EOC- Emergency Operations Centre - located on the 3rd floor Sat B of Terminal 1.
Crisis Room	Seat of the Emergency Operations Centre on the 3rd floor of Satellite B at Terminal 1
Customs Area	Airport area subject to the supervision and control of the Customs and Finance Police. Also referred to as airside.
Customs Passage	Point of access to the Customs Area at the Airport.
Emergency	Situation in which there is certainty of the state of danger of the aircraft and its occupants.
Emergency drills	Simulation of an accident or an emergency in order to verify an emergency plan and analysis of the results in order to improve the effectiveness of the plan
Emergency Medical Services Director (EMSD)	Airport First Aid Services Doctor responsible for on-site management of all medical interventions. Initially it coincides with the doctor of PSA, later replaced by the doctor of SSUEm 118.
Emergency Operations Centre (EOC)	Collegial body established for coordination of activities in order to minimise the effects of an emergency, particularly with regard to “opening” the airport to external rescue services, as well as maintain the highest possible level of airport operations. It meets at the Airport Operator’s Crisis Room on the 3rd floor of Satellite B in Terminal 1. It corresponds to the Emergency Operations Centre formed by the airport agencies involved in the solution of any crisis concerning Malpensa airport. In the phase immediately after the event can also be activated in virtual form.
First Aid Areas	Areas near the scene of the accident identified according to need for the collection, dispatching, first aid and transportation of the injured.
Handler	Any company providing one or more categories or subcategories of ground handling services to third parties.
Landing area	Part of the movement area intended for aircraft take-off or landing.
Manoeuvring Area	That part of an airport used for take off, landing and ground movements of aircraft, excluding parking aprons and any other part used for aircraft shelter or maintenance.
Movement Area	That part of the airport for aircraft ground movements, including the manoeuvring area, aprons and any part used for aircraft shelter or maintenance.
NORIA area	Includes evacuation noria (large noria) for the movement of medical vehicles from the AMP to hospitals and vice versa and rescue noria (small noria) for the recovery of victims from the site of the event to the AMP.
Perimeter Road	Service road adjacent to the airport fence.
Rendezvous Point	Established place of reference to which rescue vehicles and personnel go to be dispatched to the scene of the accident or elsewhere.
Rescue and first care area	Area in which initial treatment is provided to the injured.
Runway	A defined rectangular area on a land aerodrome prepared for the landing and take-off of aircraft.
Runway End Safety Area	An area symmetrical about the extended runway centre line and adjacent to the end of the strip primarily intended to reduce the risk of damage to an aeroplane undershooting or overrunning the runway.
Safety Area	Area immediately surrounding the area of the accident, commensurate with the magnitude of residual danger, to be kept clear.
Sanitary supplies	Also called "Intangible Supplies". Minimum medical supplies, according to the airport category, which must be kept and maintained for ready use by the Airport First Aid Services.

Serious incident	An incident associated with the use of an aircraft whose circumstances reveal that there was a high probability of an accident occurring between the time when, in the case of a manned aircraft, a person boards with the intention of flying and the time when all persons who boarded with the same intention disembark or between the time when, in the case of a remotely piloted aircraft, the aircraft is ready to move to make a flight and the time when it stops at the end of the flight and the main propulsion system is switched off.
Service Road	Internal airport road for circulation of vehicles for maintenance of airport facilities.
Triage	Process of subdivision of survivors of an accident into severity classes depending on injuries suffered and treatment and/or evacuation priorities.
Triage Area	Area in which Triage operations are carried out.
Triage Director	Doctor or nurse assigned with coordination of triage operations.
Users Committee	Association representing Airlines and Airport Operators.
Vehicles Circulation Road	Apron area, suitably marked, for the circulation of vehicles, buses and special vehicles.

ACRONYMS

ACC	Area Control Centre
ACP	Advanced Command Post
AEP	Aeronautical Emergency Plan
AMP	Advanced Medical Post
ANSV	National Flight Safety Agency
AOC	Airlines Operators Committee
AOCC	Airport Operation Control Centre
AREU	*Regional Emergency Agency*
ARP	Aerodrome Reference Point
AUC	Airport Users Committee
C.O. PdiS-F	Border Police Operations Room
CC	Carabinieri
COP	West Apron Operational Coordination
EMSD	Emergency Medical Services Director
ENAC AD	National Body for Civil Aviation Airport Division
ENAC DO	National Body for Civil Aviation Operations Division
ENAV	Italian Air Navigation Service
EOC	Emergency Operations Centre
GDF	Finance Police
LERP	Local Emergency Response Plan
NOTAM	Notice to AirMen
ROS	Rescue Operations Manager
SIPEM	Italian Emergency Psychology Society
TRD	Technical Rescue Director
USMAF-SASN	*Airport Health Authority*
VVF	*Fire Fighters*

FACILITIES DEDICATED TO EMERGENCY MANAGEMENT

1- **EOC[1]: Emergency Operations Centre** located at Terminal 1 Satellite B 3rd floor. It is activated by the Airport Operator. It manages all anomalies, even those not necessarily connected with an aircraft accident, that alter the normal operation of Milan Malpensa airport.

2- **EPIC: Emergency Procedures Information Centre**. Located at Terminal 2 at the Crisis Center. It is managed by SEA through its own personnel and by Airlines that work on a voluntary basis, as defined herein.

3- **LACC.: Local Accident Control Centre.** Room available to the Airline involved in the accident. Located at Terminal 2 at the EPIC. It allows the Company to manage contingencies related to the accident separately while maintaining the highest degree of normal operations.

4- **S.A. Authority Room:** Room at the disposal of external Authorities (Prefect, Judicial Authority, Police Officers, etc.). Located at Terminal 2 at the EPIC, it issues provisions related to the institutional role of those present.

5- **A.C.P.: Advanced Command Post**. It is in charge of and coordinates rescue at the scene of the accident.

6- **Friends and Relatives Reception Centre**: located at the Malpensa Centre – Arrivals Floor Terminal 1. It has the function of assisting the families of the people involved in the accident.

7- **Reunion Area**: located at Albinoni/Vivaldi lounges at Terminal 1. It is the place designated for the reunion of unharmed passengers and relatives.

8- **Survivor Reception Centre**: located at the Departure Area of Terminal 1 (Gates A24-A30). Its function is of assisting the unharmed and slightly injured passengers involved in the accident.

9- **Crew Reception Centre**: located at Operations Management Meeting Room on Terminal 1 3rd Floor. Its function is to accommodate the unharmed and slightly injured crew involved in the accident.

10- **Temporary morgue for human remains:** In the event that the accident causes casualties, a temporary morgue for human remains shall be established at the Lufthansa Technik hangar pending subsequent transfer to suitable forensic facilities.

11- **Noria area -** Area used for the movement of ambulances and other vehicles of medical transport for the purpose of hospitalizing victims.

- located at the TRIAGE area on indication of the Doctor on duty at the Airport First Aid Services.
-

12- **Press Centre -** located at the ENAC Meeting Room (ENAC building), is available to media representatives.

[1] The EOC in line with the ENAC Circular APT 18A replaces the acronym CRC (Crisis Response Committee).

AIRPORT CHARACTERISTICS AND TYPES OF OPERATIONS

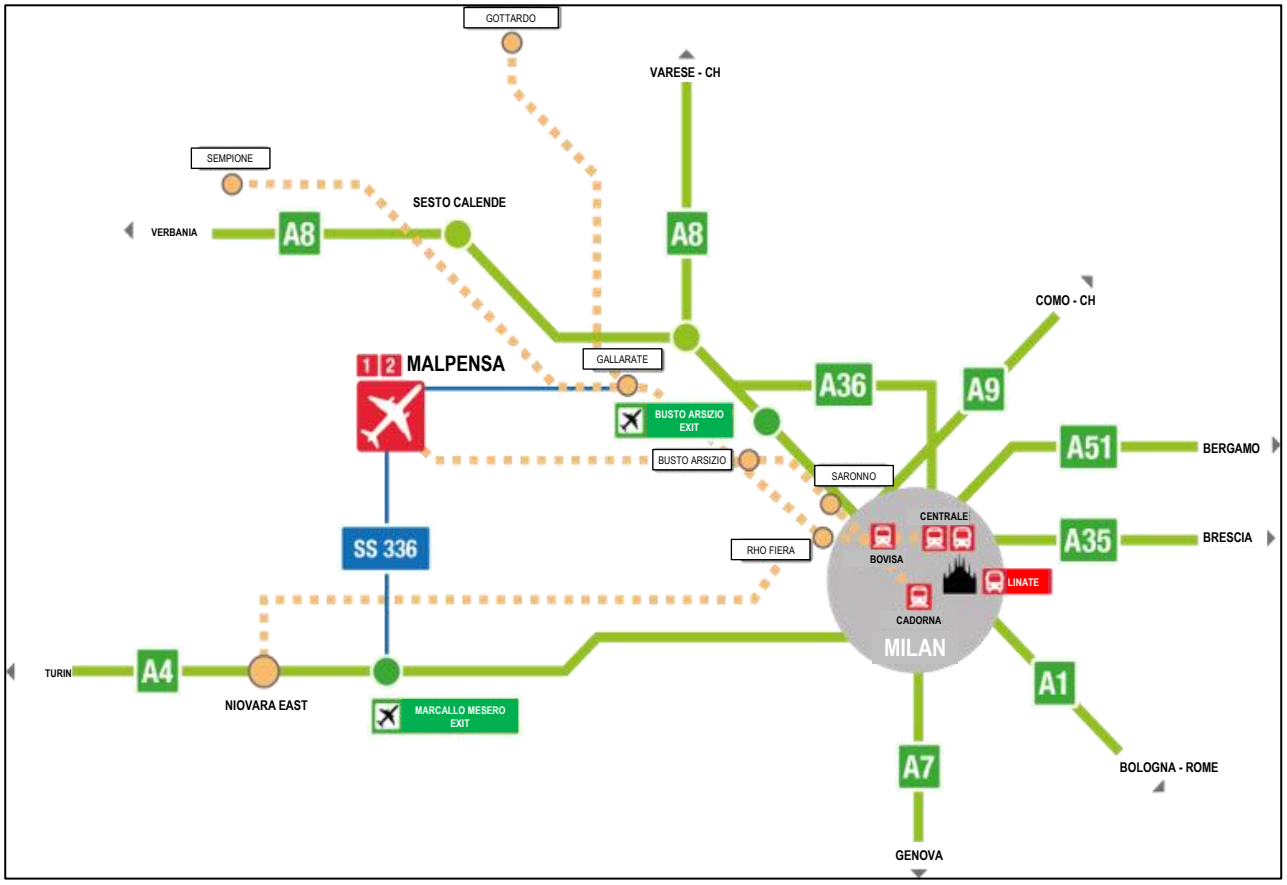
Milan Malpensa Airport is an international airport open 24 hours a day to commercial and general aviation traffic located in the municipalities of Somma Lombardo and Ferno, about 70 km west of Milan.

Malpensa Airport, certified in accordance with European Regulation 139/2014 (certificate IT ADR.002), is authorized to operate with ICAO code 4F and fire category 9.

The aircraft operations are carried out through the use of 2 runways: 35R/17L and 35L/17R each 3,920 m long with a maximum capacity of 70 mov/h.

Assistance to the aircraft is carried out on the 148 aprons present (in maximum configuration).

Malpensa Airport and access road system



PART 1
- GENERAL PROVISIONS

1.1 *PURPOSE AND SCOPE OF APPLICATION*

This **"Aeronautical Emergency Plan"** sets out the operational activities aimed at responding in an organised manner to possible emergencies arising from an event that affects Milan Malpensa Airport and has an impact on an aircraft and/or its occupants.

For areas outside the airport grounds, the intervention procedures established by the Provincial Emergency and Civil Protection Plan apply.

In particular, this Plan applies to the following types of events:

- Alert/Emergency from aircraft on the ground and/or in flight to/from the airport
- Aircraft accident within airport grounds such as collisions between aircrafts, aircraft-vehicles or aircraft-infrastructure on the ground, fire during refuelling operations, limited to aircraft accident within airport grounds, as rescue operations outside the airport grounds are ruled by the Provincial Emergency and Civil Protection Plan.

In the event that the accident involves a General Aviation or Cargo aircraft, the Operator will take the appropriate coordination actions, according to the indications provided by the parties involved in the rescue operations aimed at managing post-rescue operations in such a way as not to significantly penalize the airport's operations, with particular reference to the following points: 1.9.11, 2.3.4.7, 2.3.5.7, 2.3.5.10, 2.3.6.7.

In the event of an aircraft taking off from Milan Malpensa, or directly involved in an aircraft accident during the route, the assistance plan for air accident victims and their families is to be considered automatically activated.

In order to evaluate the routes to be followed outside the airport to ensure the intervention of the rescue services, the Airport Operator has carried out, together with the Fire Brigade, the evaluation of the areas that extend for one thousand meters from the runway 35 and 17 threshold.

Emergencies of a type other than aircraft accident and medical emergency declared by an aircraft arriving at the airport, i.e. emergencies deriving from natural events or related to the performance of human activity, including illegal/terrorist acts, both on ground and in flight, for which reference is made to the "Leonardo da Vinci" Plan, are not addressed.

If it's recognized that the activation of PEA was caused by an event of unlawful interference, the EOC, even if virtually constituted, shall immediately inform Border Police Operations Room and the other Airport Police Forces (Finance Police and Carabinieri). Border Police, based on the information received, will evaluate the possible activation of specific protocols of the Leonardo da Vinci Plan.

The formal activation of the Leonardo da Vinci Plan and the definition of the alert level (low, medium, high) is managed by the head of the State Police (or deputy) who will contact ENAC Director for airport impact assessments. What agreed, will then be communicated to the EOC.

Pending the formal communication, via radio, of the activation of "Leonardo da Vinci" Plan by the representatives of the State Police to the bodies present at the ACP and the EOC, the application of the PEA must continue to be guaranteed, ensuring continuity in the rescue chain.

Once the "Leonardo da Vinci" Plan is activated, the coordination of the operations will be transferred from the ROS to the designated contact person of the Border Police Office, who will assume the role of Head of the coordination of the activities.

The Head of the Border Police Office may arrange the placement of a new ACP, identifiable by one of their vehicles, if available, to which the previously constituted ACP will have to refer for the continuation of the rescue operations.

If the Tam tam is already active for the state of accident, the activation of an additional state with this device is not feasible at the moment. The communication of the activation of the "Leonardo da Vinci" Plan will therefore be communicated to the Authorities on the frequency in use (EMER35R or TWR).

In the event that the security needs prevail over those of safety, the COE requires to TWR the closure of the State of Accident and the simultaneous activation through Tam tam of the Leonardo da Vinci Plan which anyway provides, and implies, in conjunction with safety events, the activation of the necessary Aeronautical Emergency Plan procedures.

The communication of the change of status and the subsequent activation of the Leonardo da Vinci Plan will also be communicated to the Authorities on the frequency in use (EMER35R or TWR).

All further communications relating to the rescue operations will take place in accordance with the provisions of the "Leonardo da Vinci" Plan until the end of event will be declared via Tam tam.

1.1.1 AIRCRAFT ACCIDENT OUTSIDE THE AIRPORT GROUNDS

For areas outside the airport grounds, the intervention procedures established by the Provincial Emergency and Civil Protection Plan apply.

In the event of an accident outside the airport grounds, the call of the EOC is not automatic, but rather evaluated by the Airport Operator together with Enac, in order to ensure the connection with the surrounding areas and the interface with the stakeholders present in the territory (Prefecture, Civil Protection, etc.), to provide any available support (e.g. intangible health supply, area for the assistance of the victims' families) and to ensure the coordination actions necessary to maintain airport operations.

Immediately, as a precautionary measure, if the accident occurs outside the airport, in the area defined by the map "Airport Boundary Territory" (Annex A1bis), TWR where deemed appropriate, may suspend all arriving and departing traffic waiting for further communications from the EOC if set-up, or from the Airport Operator in agreement with Enac and Enav representatives.

If the accident occurred during take-off, the Airport Duty Manager will provide for immediate inspection of the runway used by the aircraft affected by the accident.

Without prejudice to the application of the Provincial Plan of Emergency and Civil Protection in case of an accident outside the airport grounds, in this event, regardless of the aircraft's impact location, TWR, once informed, must immediately alert the airport RFFS, which will assess the need for external intervention with its own means and staff on the basis of its own procedures and in accordance with the instructions received by the competent VVF headquarter.

In any event, this does not imply the application of the PEA to the external areas of the airport.

Should Airport RFFS employ a part of the vehicles and of the organic equipment for an intervention outside the airport, they shall immediately inform the Airport Duty Manager - and the Control Tower, about the reduction of the RFFS level of protection, at the same time declaring the new level of protection available (in order to provide for the downgrading of the airport fire category also via NOTAM).

The Airport Operator must likewise assess the level of service available following the possible use outside the airport of a part of the intangible medical supply of the Airport First Aid Services.

1.2 *PROCEDURE FOR APPROVAL AND PUBLICATION OF THE PLAN*

The Aeronautical Emergency Plan:

a. After prior notification to the competent ENAC (Airport Operator and Operations Department) structures is submitted to the sharing of the Aerodrome Emergency Committee, during a specific coordination meeting, prior to the subsequent fulfilment of ENAC's responsibilities, aimed at the inclusion in Annex 1 Chapter 19 of the Airport Manual, approved by the Operations Department and subsequent adoption by Airport Ordinance.

b. It can be amended, making minor changes that do not require approval by the Operations Department as defined in the SMS manual par.2.2.10 regarding the change management procedure of the Airport Manual. Such changes are in any case evaluated and approved in advance by the Aerodrome Emergency Committee, as well as corrections or amendments to the Emergency Plan proposed to the Airport Operator or to other agencies involved.

c. It is the responsibility of each entity identified by this Plan to keep and maintain up-to-date the copies in its possession.

   Each airport Agency or Service involved in emergency operations shall promptly communicate to the Airport Operator, which shall ensue drafting of the update and dissemination, any changes regarding:

   a) telephone numbers;
   b) contacts with external organisations;
   c) equipment and vehicles available;
   d) managers of agencies involved in operations;
   e) any other information that may impact the Emergency Plan’s procedures.

   Substantial changes for the application of the Plan will be sent in advance via e-mail by the Airport Operator to the members of the Aerodrome Emergency Committee.

1.3 *PLAN DOCUMENTS*

The Aeronautical Emergency Plan covers the following aspects:

a) Responsibilities, role and functions of the agencies involved in the Plan (1.4)

b) Type of expected events (1.5)

c) Advanced Command Post (ACP) (1.9.3) and Emergency Operations Centre (EOC ref. par. 1.9.4)

d) Drills (1.12)

e) Annexes

1.4 *RESPONSIBILITIES, ROLES AND FUNCTIONS*

The agencies and airport service operators indicated below are assigned specific roles, functions and duties:

- ENAC (AD): adopts the emergency plan for events of an aeronautical nature. If necessary, orders that aircraft or other means of transport, which are located at the airport, are made available for rescue operations. Coordinates public authorities and the Emergency Operations Centre (EOC) when chaired.

- Airport Operator (SEA SpA): holder of the Airport Certificate No. IT.ADR.0002 pursuant to EU Regulation no. 139/2014 in accordance with the Agreement stipulated and signed with the ENAC on September 4, 2001, manages Milan Malpensa (and Linate) Airport.

  It prepares, in cooperation with the other Agencies involved, the Emergency Plan and within the scope of rescue procedures, provides rescue operations with the organisational resources, infrastructures and equipment identified for this purpose.

  As long as EOC is chaired by Enac, it coordinates the operations of the present subjects, and collaborates with the public authorities, within the framework of power assigned by law and of the competences of each subject involved, in order to guarantee the proper performance of the tasks which the emergency plan assigns to them.

- Air traffic Control Service (ENAV - Control Tower): ensures control of all traffic in the manoeuvring area as well as any aircraft flying in the vicinity of the airport. Within the scope of emergency and rescue operations mainly carries out the task alerting and communication.

- Rescue and Fire Fighting Service (Fire Brigade): provides, via its personnel, vehicles and equipment, rescue and firefighting services for air traffic and is responsible for technical management of the related interventions.

- Airport First Aid Services: provides emergency medical assistance until the arrival of external medical services (118) and provision of the intangible supplies.

- AREU: ensures management of emergency medical services should medical needs require resources exceeding those available at the airport.

- Airlines or their representatives: provide information on aircraft involved in the emergency and personnel for post-accident operations.
- Police Forces (Border Police, Carabinieri and Finance Police): ensure presence, surveillance and public order in the areas involved, under the coordination of the Border Police Director.
- Municipal Police: directs traffic in airport areas open to the public.
- Customs: assists the Police Forces in facilitating and expediting the flow of passengers in order to vacate the Arrivals Hall and arrange accommodation and reception areas.
- Airport Health Office (USMAF-SASN): ensures fulfilment of legal requirements concerning international prophylaxis related to air traffic, Public Hygiene and Health Policing.

Each entity takes full technical responsibility for its activities and is also required to put in place any other action, even if not expressly indicated, for the successful outcome of operations.

To this end, each airport Agency or Service shall adopt suitable intervention procedures, taking into account the various operating conditions, in particular those most critical, such as night time and bad weather conditions.

Particular attention shall be paid to the education and training of personnel in line with the Operator's Training Programme and verification of equipment, vehicles and devices.

Specifically, the representatives of the various Agencies entitled to participate in the Aerodrome Emergency Committee, the EOC, the Observer Critique Team and the management of post-rescue assistance in the areas in charge, must be adequately trained in accordance with the Operator's Training Programme.

1.5 *EVENTS PROVIDED FOR*

STATE	DEFINITIONS	ACTIONS
ALERT	Situation in which, although without the prerequisites of a State of Emergency, there is reason to believe that an aircraft is in a situation of imminent or probable danger.	PART 2 - Section 1
EMERGENCY	Situation in which there is certainty of the state of danger of the aircraft and its occupants.	PART 2 - Section 2
ACCIDENT	Situation in which an event harmful for the aircraft and/or its occupants has occurred or is presumed to have occurred.	PART 2 - Section 3

1.6 *MANAGEMENT OF 2ND AIRPORT STATE OF EMERGENCY*

The management of two airport emergency states is possible having both runways available (runway 35L and runway 35R) and suitable approach procedures.

In order to correctly manage two States of Emergency, the "35R Emergency Area" is defined as an area extending from the "C" junction to the eastern perimeter of the airport grounds, including runway **35R/17L, with the exclusion of Terminal 2 apron**. This area will from now on be called "**35R**" area; the remaining movement area will be identified with "**35L**" area (see map below).

The preferred runway for the management of the first state of emergency is 35R.

In case of no communication from the pilot the 35R is considered in use until different communication from the pilot. During the management of states of emergency and accident, communications between the agencies/operators involved in the rescue in the "35R" area will take place on the frequency **440.750** MHz.

In the event of total radio failure, if the aircraft has not already received the authorisation for approach, the planned runway is 35L.

A distance to be covered of 15 NM is identified at landing below which the declaration of State of Emergency by an aircraft, all traffic will be suspended.

There are 2 types of States of Emergency: **GREEN** (other traffic allowed on 35L/17R) and **YELLOW** (other suspended traffic), see table below.

Vehicle and portable radios have two emergency channels:

- **EMER 35R (Freq 440.750 MHz)**
- **TWR (Freq 445,775 MHz)**

There are 2 radios in all the operations rooms involved in the management of the rescue operations:

- the first dedicated to the **EMER 35R** channel for the management of a 35R Emergency.
- the second for the **TWR** channel for the management of normal operations and the management of a 35L state of emergency (including aircraft aprons T1 and T2).

Communications passing from one state of attention to the next will also be signalled using the remote alarm system and by radio on both channels

In the State of Incident, all traffic is suspended until the Fire Brigade is notified.

In case the state of accident occurs after the declaration of the 2nd Airport State of Emergency, the TWR will inform the approaching pilot of the state of accident at Malpensa airport using the following terminology:

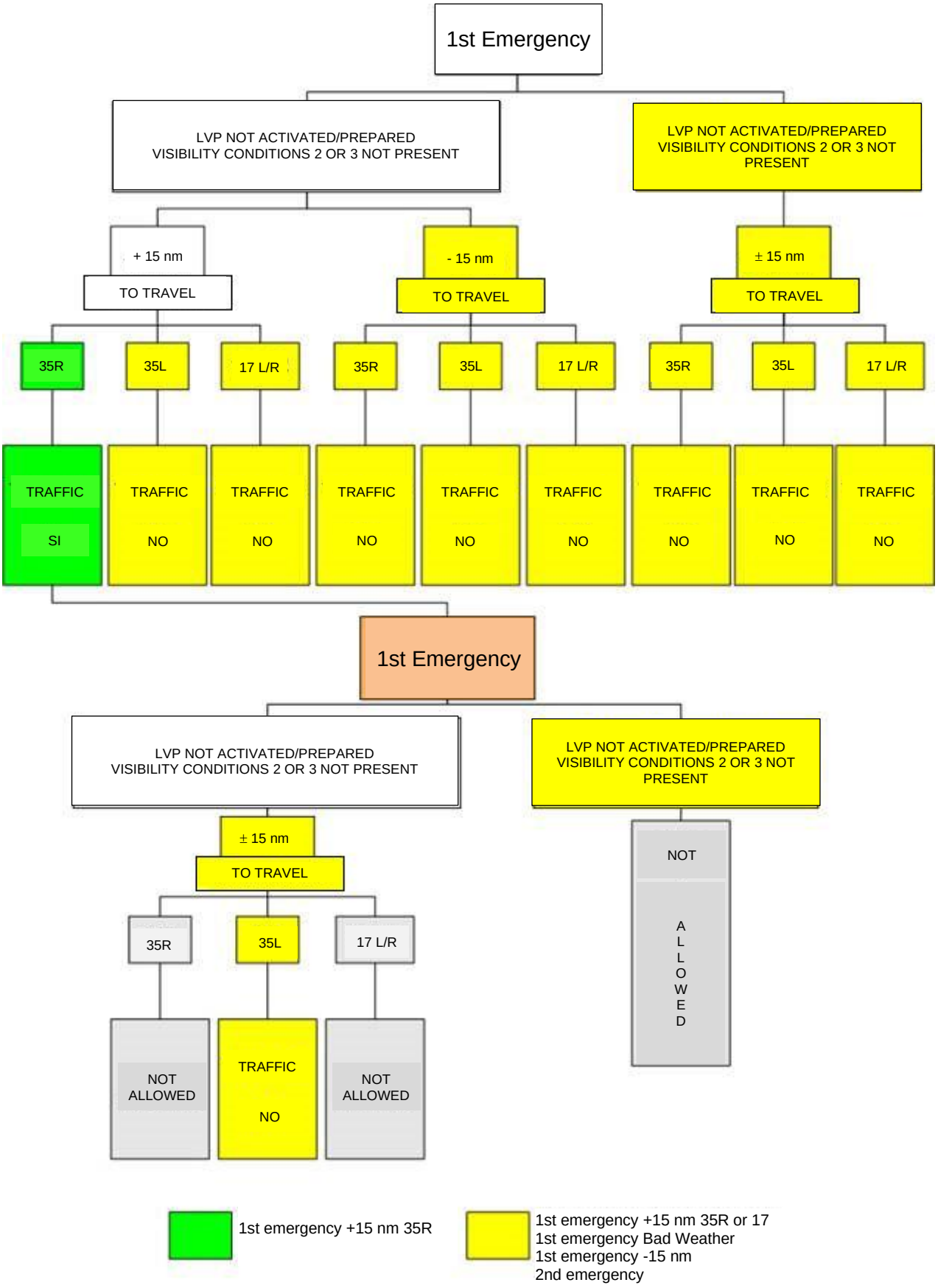
ACCIDENT ON ... (AREA CONCERNED), ASSISTANCE MAY BE AFFECTED.

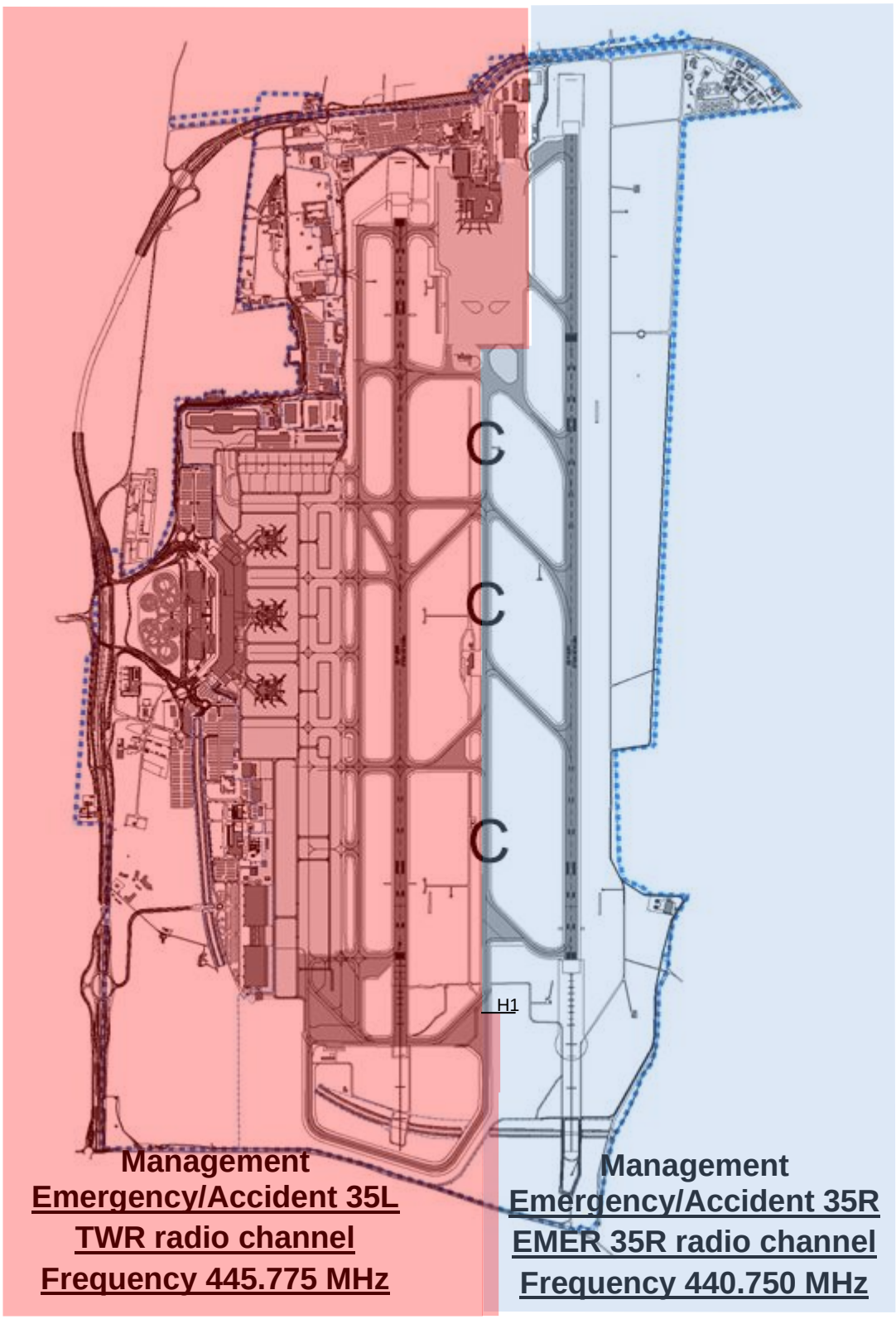
The occurrence of 2 contemporary States of Accident is to be considered as a "Contingency" event.

The following is an outline of how to implement the Emergency phases and the areas of influence.

	Operations in visibility conditions 1 and LVP NOT active/prepared		
	Choice of runway 35R for the 1st emergency	Choice of 1st emergency runway 35L/17R	Choice of 1st emergency runway 17L
The aircraft declares emergency **beyond 15 nm to travel**	• Pressing by TWR of the **Green Emergency 35R;** • Traffic is transferred to runway 35L; • Arrivals are allowed and a sequence of departures is prepared, with their possible suspension;	Pressing by TWR of the **Yellow Emergency 35L** and consequent suspension of all arriving and departing traffic**;**	Pressing by TWR of the **Yellow Emergency 35R** and consequent suspension of all arriving and departing traffic**;**
The aircraft declares emergency **within 15 nm to travel**	• Pressing by TWR of the **Yellow Emergency 35R** and consequent suspension of all arriving and departing traffic with the exception of the flight with declared Emergency on board**;**	Pressing by TWR of the **Yellow Emergency 35L** and consequent suspension of all arriving and departing traffic**;**	Pressing by TWR of the **Yellow Emergency 35R** and consequent suspension of all arriving and departing traffic**;**
Statement of 2nd Emergency	• Pressing by TWR of the **Yellow Emergency 35L;** • All traffic suspended; • After landing on 35R the 1st aircraft in emergency stops at Terminal 2.	Not applicable	Not applicable
Declaration of Emergency on the ground	• Yellow Emergency 35L or 35R depending on the Area concerned. • All traffic suspended. • Aircraft taxiing are stopped and, if possible, instructed to clear the area to return to the aprons.		

In case of other Fire Brigade intervention, (without the possibility to request support from outside), the Fire Brigade communicate to SEA Airport Duty Manager and to TWR the possibility to manage only one State of Emergency.


1st Emergency
LVP NOT ACTIVATED/PREPARED
VISIBILITY CONDITIONS 2 OR 3 NOT PRESENT
LVP NOT ACTIVATED/PREPARED
VISIBILITY CONDITIONS 2 OR 3 NOT PRESENT
+ 15 nm
TO TRAVEL
- 15 nm
TO TRAVEL
± 15 nm
TO TRAVEL
35R
35L
17 L/R
35R
35L
17 L/R
35R
35L
17 L/R
TRAFFIC
SI
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
TRAFFIC
NO
1st Emergency
LVP NOT ACTIVATED/PREPARED
VISIBILITY CONDITIONS 2 OR 3 NOT PRESENT
LVP NOT ACTIVATED/PREPARED
VISIBILITY CONDITIONS 2 OR 3 NOT PRESENT
± 15 nm
TO TRAVEL
NOT
ALLOWED
35R
35L
17 L/R
NOT
ALLOWED
TRAFFIC
NO
NOT
ALLOWED
1st emergency +15 nm 35R
1st emergency +15 nm 35R or 17
1st emergency Bad Weather
1st emergency -15 nm
2nd emergency


C
C
C
H1
Management
Emergency/Accident 35L
TWR radio channel
Frequency 445.775 MHz
Management
Emergency/Accident 35R
EMER 35R radio channel
Frequency 440.750 MHz

In the event of Visibility Conditions 2 or 3 or LVPs activated or prepared or single runway in use for procedural or infrastructural reasons, the TWR will directly implement a "Yellow Emergency" procedure with the consequent suspension of all remaining arriving and departing traffic.

Radio frequencies method of use

At the declaration of a state of emergency, the agencies designated to manage the emergency will listen the radio on the channel:

- **EMER 35R (Freq 440.750 MHz)**
  if an **35R Emergency** has been declared
- **TWR (Freq 445.775 MHz)**
  if **an 35L Emergency** has been declared

It is reiterated that the change of management from one area to another (e.g. aircraft landed RWY 35R which is escorted to the parking stand) does not involve either a change of frequency or the type of emergency declared".

In case of declaration of a second State of Emergency, the TWR will also communicate it on channel EMER 35R (Freq. 440.750 MHz).

In any case, each Agency concerned is responsible to coordinate, for its own competencies, the management of the emergency.

Radio frequencies to be used in different states:

STATE	AREA 35 LEFT	AREA 35 RIGHT
ALERT	FREQ. 445.775 * (TWR)	
EMERGENCY	FREQ. 445.775 * (TWR)	FREQ. 440.750 (EMER 35R)
ACCIDENT	FREQ. 445.775 * (TWR)	FREQ. 440.750 (EMER 35R)
*** including T1 and T2 aircraft aprons**		

AREA 35 RIGHT: Area extending from taxyway "C" to the eastern perimeter of the airport grounds, including runway 35R/17L,

AREA 35 LEFT: The remaining movement area including the entire taxiway “H” and aircraft stands of Terminal 1 and 2.

1.7 *MEDICAL ASSISTANCE/EMERGENCY MANAGEMENT*

The purpose of the following is to proceduralize the airport's response when an aircraft in flight or on the ground (taxiing or parking) notifies a need for medical assistance that does not affect the operational efficiency of the aircraft; situations of "Notification of suspected cases of infectious diseases on board or other public health risks" or situations where the crew requires assistance from the CIRM (International Medical Radio Centre) are not covered.

An aircraft that notifies a state of urgent medical assistance or medical emergency is guaranteed the highest priority in flight and on the ground to reach the stand and the consequent medical assistance; the approach and landing will normally provide for the use of runway 35L with the activation, on the Airport Alerting Tele System (TAM TAM), of the dedicated Emergency/Medical Assistance function.

The activation of the state of Emergency/Medical Assistance does not require the alerting/acquisition of the local presence of the Fire Brigade. The deactivation of the state of Emergency/Medical Assistance will be carried out by SEA Airport Duty Manager once the appropriate coordination with the Airport First Aid Services has been carried out.

MEDICAL ASSISTANCE

Maximum priority is ensured to the aircraft in flight and on the ground to reach the stand and provide consequent medical assistance.
The activation of this phase normally takes place by the Control Tower through TAM TAM system and requires the acquisition by the following persons/agencies:

- Airport operator;
- Airport First Aid Services;
- State police.

In case of failure of the Tele Alerting system or when a second and concomitant request for medical assistance is received, the activation takes place with registered telephone lines.
Specifically, once the TAM TAM system is activated, the Control Tower CSO provides the following information to the SEA Airport Duty Manager:

- nature of the assistance requested, if available
- type aircraft and flight number
- estimated time of landing
- ground position (if the aircraft is taxiing or parking)
- assigned runway, if different from 35L
- any penalisation of incoming and departing traffic
- any other useful information

SEA Airport Duty Manager, once acquired the state of Medical Assistance/Emergency:

- provides the information received to the Airport First Aid Services;
- contacts the airline/handler involved;
- provides the personnel and vehicles deemed necessary for the management of the requested assistance;
- assigns the parking space deemed most appropriate to the type of intervention.

MEDICAL EMERGENCY

A "MEDICAL EMERGENCY" is a phase in which an aircraft, following a need for medical assistance that does not affect its operational efficiency, declares a state of emergency.

The evaluation of the type of Emergency declared is the exclusive responsibility of the Captain by virtue of his decisional autonomy; therefore, no explicit requests will be made by the Tower Controller in frequency that could influence the choice.

In case of Medical Emergency, unless there is a concomitant state of total radio failure with expected landing on runway 35L, the response of the airport system, in addition to that described in the paragraph "MEDICAL ASSISTANCE", until and no later than the landing of the aircraft, includes:

- inhibition to use runway 35L for other departing and arriving aircrafts;
- unless a concomitant STATUS OF GREEN EMERGENCY 35R, use by other departing and/or arriving aircraft on runway 35R;
- inhibition to cross the runway 35L when the aircraft in emergency is at a distance less than 15NM to be travelled at landing**;** in this circumstance the Control Tower adopts management criteria that privileges the aircraft landing and directed to the West Apron over the aircraft departing from the West Apron that must reach the runway 35R.

In case of LVP activated, the activation of the state of "MEDICAL EMERGENCY" implies the consequent suspension of all arriving traffic until the landing of the aircraft.

In case of a single runway in use, the activation of the state of "MEDICAL EMERGENCY" implies the consequent suspension of all arriving and departing traffic until the landing of the aircraft.

1.8 *EMERGENCY MANAGEMENT: KNOWLEDGE AND COMMUNICATION*

1.8.1 ACTIVATION OF THE STATES OF ALERT, EMERGENCY AND ACCIDENT

Anyone who has information concerning an accident or danger involving an aircraft and its occupants is obliged to immediately inform the **Control Tower** in order to activate emergency and rescue procedures.

The **Control Tower**, having received information concerning a state of danger or an accident of an aeronautical nature, depending on the event that has occurred, activates the electronic alarm system initiating procedures for the **States of Alert, Emergency or Accident**.

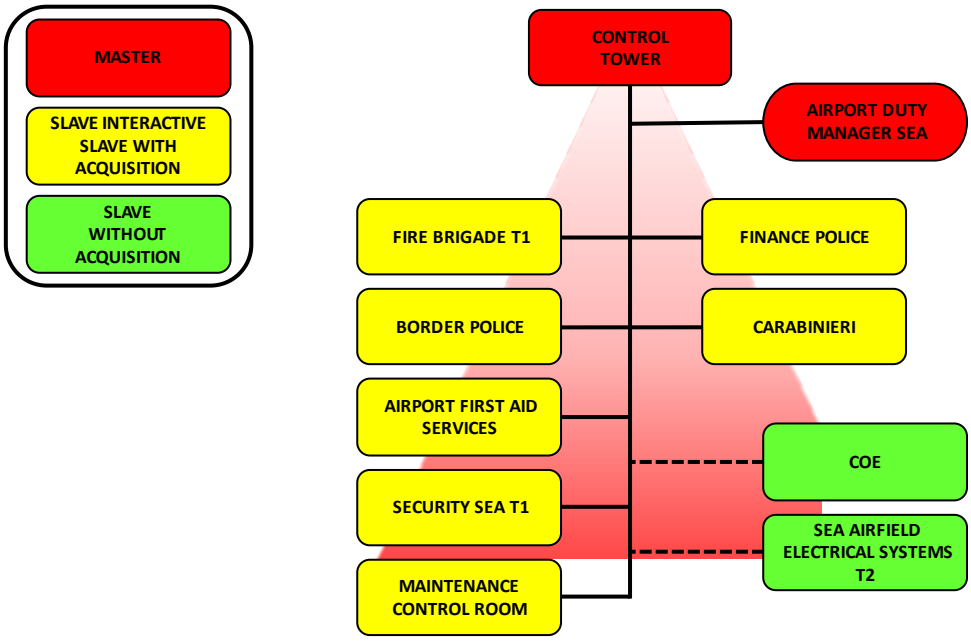
The actions of airport Agencies and Services are deemed to be automatically started once notification of the Status in progress has been acquired.

In the event that a lower state of danger passes to a higher level, communications and the actions already carried out are deemed to be valid for the purposes of subsequent procedures.

1.8.2 ELECTRONIC ALARM SYSTEM

Malpensa Airport has a computerised alarm system (hereinafter referred to as **TAM-TAM**: **Multimedia Remote Alarm – Multimedia Remote Alert**) suitable for notifying in a differentiated manner the various events in progress.

This system is constituted by a series of networked workstations: with an *activation unit* (*master*), in the **Control Tower** and **the Airport Duty Manager** to activate the states of alert/emergency and *peripheral units* (*slaves*) situated in the operations rooms/offices of Agencies and airport operators involved in rescue operations. The device allows certain specifically identified *interactive slave* workstations to acquire such notification electronically and thus immediately start the communication and intervention sequence.



The system also allows SEA **Airport Duty Manager** to activate the **TAM-TAM** system in case of objective impossibility of the **Control Tower**, of which the **Operator** has become aware, or following explicit request by the **Control Tower**.

The system operation monitoring and maintenance fall within the responsibility of the **Airport Operator.**

In case of activation of the State of Accident, each Agency connected to the TAM-TAM system must ensure the immediate alert of its designated contact person to participate in the EOC.

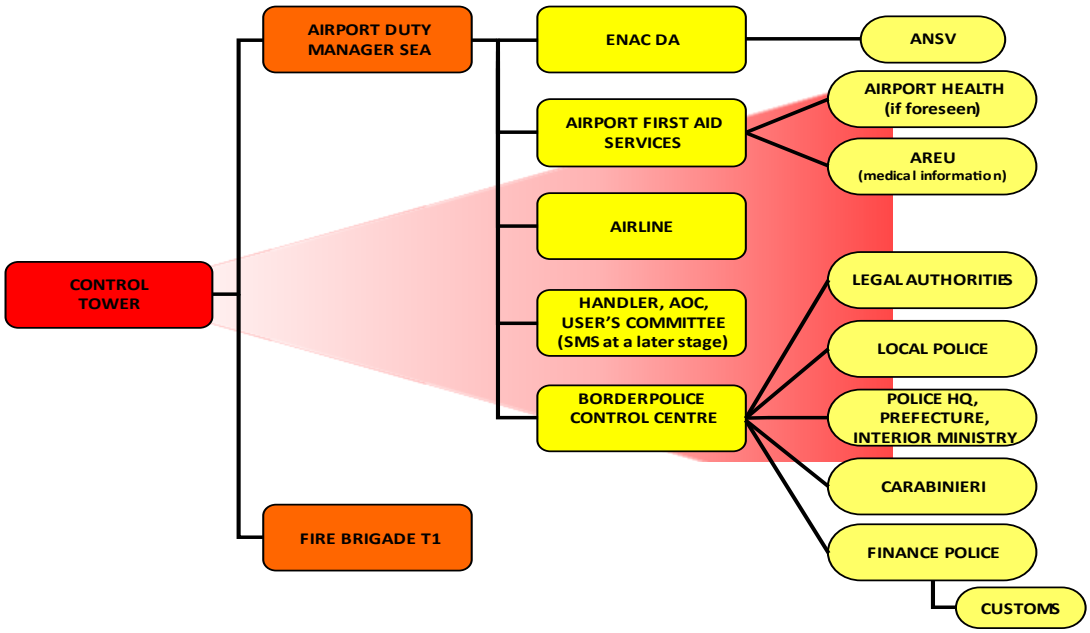
The activation unit (master) for the Leonardo da Vinci Plan is present only at the Coordination Room of the Border Police.

Mxp - Communication flow diagram

In order to avoid delays, duplication of calls and hindrances in procedures **all those involved shall adhere to a precise and defined communication flow, illustrated in the following figure.**

This flow shall be strictly observed, with direct calls in the following cases:

- for notification of states of alert and subsequent contacts with those **not connected** to the **TAM-TAM** system or, if connected, without the electronic acquisition device;
- in the event of any malfunction of the **TAM-TAM** system;
- if a workstation, among those provided for, does not electronically acquire the alert signal;



1.8.3 RADIOTELEPHONE COMMUNICATIONS

From the moment of acquisition of **States of Alert, Emergency and/or Accident**, all interested parties shall give notice concerning **rescue operations** by means of radio, with the exception of strictly internal or service calls, using the appropriate frequency.

It is mandatory, for anyone not involved in rescue operations, to adopt radio silence on the emergency frequency and reserve the use of telephone lines for contingent requirements of the rescue organization.

All those involved shall ensure that the operators in charge of communications are trained in the fundamentals of aeronautical radiotelephone in line with the Operator's Training Programme.

The call names assigned to each airport Agency or Service are provided in **Annex B.**

Annex H lists the reference contact information in case of emergency.

If the alert or emergency phases should deteriorate in an accident, absolute priority must be given to radio communications between the "Advanced Command Post" of the Fire Brigade and EOC as well as between EOC and the Noria area.

Once the Advanced Command Post is active, it will have the highest priority in communications. Any other communication can take place only and exclusively without interfering with the previous ones and only for reasons strictly connected with the rescue operations.

Communications that do not have priority or are internal to each Agency involved will take place on the service frequencies of each Agency.

Verification of correct functioning of radiotelephone communication devices, including those provided by the **Airport Operator**, falls under the responsibility of user Agencies.

1.8.4 GRID MAPS

For the precise and unique location of the area of rescue operations it is compulsory for each entity to make explicit reference to the grid maps provided:

- **Annex A1 - Airport perimeter map**
- **Annex A1bis - Airport Boundary Territory Map** This map includes an approximate distance of 8 km. from the centre of the airport.

Copies of said grid maps shall be kept with appropriate display at the offices of all those involved in emergency operations and in vehicles used for rescue operations.

1.9 *EVENT MANAGEMENT*

1.9.1 AIRPORT CATEGORY FOR THE PURPOSES OF RESCUE AND FIRE FIGHTING

The fire prevention category of Milan Malpensa Airport reported in the Airport Manual Chap. 4 par. 4.4, is established at:

9ª ICAO Category.

Following any intervention originated by a state of **Accident**, including intervention outside the airport, the **Fire Brigade** shall promptly communicate to the **Control Tower** and to **SEA Airport Duty Manager** the level of downgrading of the **Firefighting category** according to the amount of residual extinguishing agents, personnel and vehicles still available.

1.9.2 INTERVENTION AT THE SCENE OF THE ACCIDENT

All rescue teams and others involved at the scene of the **Accident**, or which are in a **State of Emergency**, operate each within the scope of their responsibilities and competences in accordance with their respective operating procedures.

The response time of the Fire Fighting and Rescue Service, in conditions of excellent visibility and surface area, shall not exceed three minutes with an operational objective not to exceed two minutes, at each point of the runway, from the notification of the state of accident to the moment when the first fire-fighting vehicle is in a condition to apply the foam at a rate of at least 50% of the foam solution discharge rate indicated in Table 1 of AMC4 ADR.OPS.B.010(a)(2). For this purpose, any vehicle other than the first intervened, which is necessary to ensure the supply of extinguishing

agents, as specified in Table 1 above, shall arrive within one minute after the first vehicle intervened, in accordance with AMC5 ADR.OPS.B010(a)(2)(c).

Response times under optimal conditions, in portions of the movement area other than the runway, are less than 3' in compliance with the AMC5 ADR.OPS. B.010(a) (2).

Any entity intervening in the event area is required to wear clothing that makes them recognisable.

In order to ensure maximum prevention of any interference in rescue operations, it is prohibited for anyone not involved in said operations and/or fire fighting to occupy the area of the event.

The coordination of technical and rescue interventions is carried out, from the initial phases of the emergency, by the **Rescue Operations Supervisor (ROS)** of the **Airport Fire Brigade Department** who takes the role of **Technical Rescue Director (TRD)**. The ROS of the Fire Brigade maintains the coordination function for the entire duration of the rescue operations or until the moment of a turnover with another person in charge of the Fire Brigade.

Personnel taking on the role of TRD shall be provided with clothing making them instantly recognisable in any visibility conditions.

1.9.3 ADVANCED COMMAND POST (ACP)

In the vicinity of scene of the accident, the **Advanced Command Post (ACP)** will be established, with functions of coordination in the field of rescue, reception and sorting of information, where the agencies in charge on the site will go for medical rescue operations and for the management of public order and safety.

On behalf of the **Airport Operator,** the Airport Duty Manager will take part to the **ACP** to coordinate and direct at the scene of the accident the activities for which he/she is responsible and to ensure the information sharing with the Emergency Operation Centre. in support of the ROS, which operates as a rescue operations manager for the entire duration of the emergency.

The representatives of other parties involved in the rescue operations may also be part of the ACP. The entities entitled to participate are:

- Fire Brigade Department ROS
- SEA Airport First Aid Services
- S.S.U.Em. Heath Officer 118
- Shift Manager of the Police Forces
- Airport Operator: Airport Duty Manager, Operations manager/Safety Manager or his/her representative
- Airport Health Office Manager (USMAF-SASN)
- Airline Station Manager or his delegate

Such representatives shall be provided with equipment that makes them immediately recognisable in all visibility conditions and enables them to maintain stable communication with their respective managers at the **Emergency Operations Centre (EOC)**.

In order to ensure an orderly and effective flow of communications to and from the **ACP,** the **ROS/TRD** is responsible for the ACP coordination and for the communications management, either directly or through personnel identified by him.

The **ROS/TDR** identifies where to place the **ACP** and communicates it via radio to all other subjects; the ACP can be moved according to the needs of the components and to the logistics.

The area identified for the **ACP** is made identifiable through the use of the **VIGILI 1** vehicle of the **Fire Brigade** prepared for technical-logistical support to rescue operations.

In particular, the function of the ACP is essential in order to:

- correctly classify and size the accident by providing a short but precise information on the crash site scenario via radio providing an adequate perception of the event also by the agencies listening in frequency;
- coordinate the operational management of rescue operations;
- contain a possible leakage of surviving passengers from the crash area;
- identify areas that are functional to rescue activities;
- provide guidance on the location of rescue vehicles, including external vehicles;
- ask the Airport Operator for any vehicles/equipment and/or infrastructure useful for rescue;
- demarcate, isolate and secure the crash site and the wreckage;
- constantly update the EOC with information from the crash area.

1.9.4 EOC - EMERGENCY OPERATIONS CENTRE

In the event of an **Accident** , the coordination of the activities is carried out through the establishment of the **Emergency Operations Centre (EOC)** which, working in close contact with the ACP, adopts all measures aimed at coordinating the activities in order to

- support requests coming from the scene of the accident through the Technical Rescue Director;
- facilitate the intervention of external rescue vehicles and escorts to and from the accident area;
- receive information and updates from the Agencies present at the scene of the accident;
- coordinate the assistance of uninjured and/or slightly injured passengers and victims' families;
- oversee the area affected by the accident, the survivors' areas and the main entrances to the airport;
- assess the possible need to inhibit other areas of Terminal 2 in addition to those already provided for in the AEP;
- support medical-legal activities related to the recovery, transfer and management of bodies;
- organise the surveillance of the aircraft remains at the scene of the accident and manage the personal belongings recovered;
- manage any requests for limitation/closure of the airport or parts thereof and request to NOTAM;
- coordinate traffic, landing or take off priority;
- reduce inconvenience to passengers in the airport terminal.
- share and coordinate the actions to be taken in terms of activities and/or information inside and/or outside the airport;
- restore airport operations.

The **Emergency Operations Centre (EOC)**, located at Satellite B on the 3rd floor of Terminal 1, is composed of the qualified representatives of the Airport Operator and the institutional agencies in charge of emergency management indicated below:

Airport Operator;

ENAC;
Fire Brigade;
AREU 118.
ENAV;
Border Police;
Carabinieri;
Finance Police;
Customs;
Airport Health Office (USMAF_SASN);
Airline involved or delegated handler
AOC/AUC

The EOC might include representatives of the local Civil Defence and, whereas activated, volunteering organisations.

Coordination of the Emergency Operations Centre, also via radio, in terms of acquisition and dissemination of information to the Agencies involved for optimal effectiveness of actions, is assigned to the Airport Operator (Accountable Manager/Operations Director/PH Movement). Such person shall be entitled with appropriate authority and decision-making autonomy and be in close contact with the Airport Duty Manager who, from the Advanced Command Post updates and instructs him.

The absence of one or more agencies does not invalidate the activity of the **EOC** and its composition may be supplemented, as required, by other professionals present at the airport.

As long as EOC is chaired by Enac, the Airport Operator coordinates the operations of the present subjects, and collaborates with the public authorities, within the framework of power assigned by law and of the competences of each subject involved, in order to guarantee the proper performance of the tasks which the emergency plan assigns to them.

On acquiring the **State of Accident**, **SEA Airport Duty Manager** makes available the **Crisis Room (CR)** to which the members of the **EOC** shall go **without any further notice**.

Management and surveillance of the **Crisis Room** is assigned to the **Airport Operator**.

The minimum equipment necessary for the **EOC** is indicated in **Annex F.**

Without prejudice to the priority of intervention by the emergency services, the representatives of agencies members of the **EOC** may also go to the **Advanced Command Post** should they feel the need to coordinate and direct on site the activities under their responsibility, identifying appropriate information communication and sharing tools with their representatives in the EOC.

EOC participants must be trained in accordance with the Operator's Training Programme.

1.9.5 USE OF THE MANOEUVRING AREA

Access to and movement of all emergency vehicles in the **Manoeuvring Area** is permitted only under conditions which ensure constant two-way radio contact with the **Control Tower**.

Vehicles equipped with transmitter and involved in emergency operations in the manoeuvring area shall activate it.

For the purposes of separation of vehicles and aircraft in the **Manoeuvring Area**, all access to the same shall be authorised by the **Control Tower**, which shall provide the information necessary for traffic safety in said Area.

Access of vehicles and people to the **Manoeuvring Area** without radio shall be allowed only if accompanied by vehicles which can ensure two-way radio contact.

The need to request access permission to individual portions or the entire **Manoeuvring Area** may be suspended in the event that the **EOC** requires closures or limitations of these areas in order to facilitate the movement of vehicles at the scene of the accident.

In emergency/accident conditions, any work in the **Manoeuvring Area** shall be immediately suspended and such area shall to be promptly cleared.

1.9.6 AIRSIDE ACCESS AND RENDEZVOUS POINT FOR RESCUE VEHICLES

In the event that, as a result of an aircraft accident, the need for rescue equipment and personnel exceeds those available at the airport, access to the areas inside the airport grounds by external personnel and rescue equipment will take place through Gate 2.

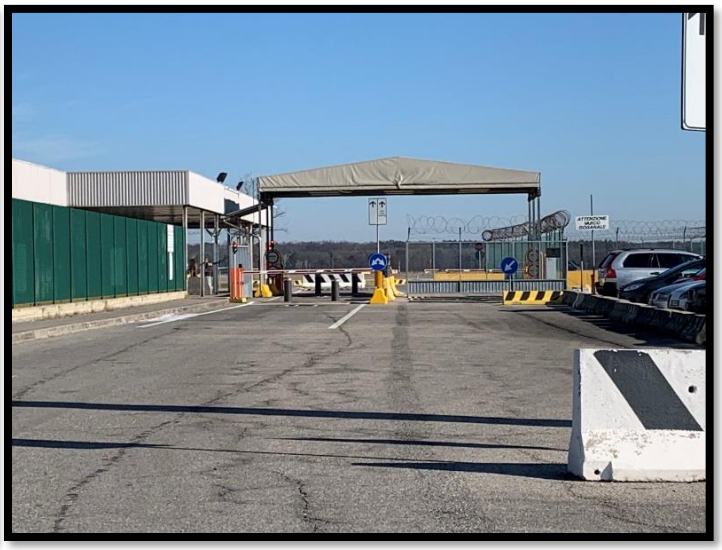
At the area immediately adjacent to this gate (in airside) is the rendezvous point for external and internal vehicles dedicated to emergency management. This area can be identified by signs clearly visible from several directions.

If Gate 2 is unusable, upon indication of the EOC, Gate 3 will be used as an alternative access, also defining the associated area as the rendezvous point.

The GPS coordinates of both gates are given in Annex A1 "Airport Perimeter".

Rendezvous Point Gate 2

Gate 2



Gate 3

1.9.7 EMERGENCY MEDICAL SERVICES

After having initiated the first rescue operations and assessed the gravity of the situation, the **Technical Rescue Director**, confirming by radio to have placed the area involved in the accident in safety, has the **emergency medical services** vehicles intervene, providing indications for their positioning.

The **Airport First Aid Services Doctor**, in the initial rescue stages, takes on the role of **Emergency Medical Services Director (EMSD)**.

To this end it is necessary that the **Airport Operator** ensures that this person has specific training in the management of large-scale emergencies and that there is rotation of positions such as to ensure continuity of coverage of this role.

The **TRIAGE Director***,* a doctor or, in his absence, professional nurse reports to the **EMSD** in order to coordinate initial TRIAGE operations.

The Emergency Medical Services Director, if rescue operations so require, shall order the immediate use of the "**intangible supplies**" of the Airport First Aid Services (Att. L).

Should the personnel and rescue vehicle requirements exceed those available at the airport, the **Airport First Aid Services Doctor** shall request intervention of the **Emergency Medical Services (118)**.

In order to guarantee the effectiveness of the notification of the event in progress, the **Emergency Medical Services (118)** alert procedures provide for two separate calls from the **Airport First Aid Services Doctor**: the first for the purpose of notifying the **State of Emergency or Accident** (at the same time as the event taking place), the second for the communication of information useful for the purposes of medical aid as soon as it becomes available. At the time of notification of the event in progress by the **Doctor of the Airport First Aid Services,** the **Operations Centre** of the **Emergency Medical Services (118)** will in any case initiate the relevant intervention procedures waiting for subsequent information.

On arrival of personnel sent by the **Emergency Medical Services (118) Operations Room**, the designated doctor shall take on the role of **Emergency Medical Services Director** and full management of emergency medical services operations while the **Airport First Aid Services Doctor** shall continue to ensure coordination with the **EOC**.

1.9.8 FIRST AID AREAS

The **Technical Rescue Director**, in agreement with the **Emergency Medical Services Director**, assesses the need to establish in the vicinity of the scene of the **accident** a number of areas intended for:

- Collection Area for **green codes;**
- TRIAGE Area: **selection and dispatching of the injured;**
- First treatment area **yellow and red** codes;
- Transport area
- **Black codes** area
- **ACP** (identified by the Fire Brigade vehicle)

Depending on the need, these Areas shall be cordoned off by **Airport Operator** personnel and controlled by the **Police**.

1.9.9 TEMPORARY MORGUE FOR HUMAN REMAINS

In the event that the **accident** causes fatalities, under the instructions of the competent Authorities, a **temporary morgue for human remains** shall be established at the Lufthansa Technik hangar, (opposite aircraft parking 335), pending subsequent transfer to suitable forensic facilities.

1.9.10 CUSTODY AND REMOVAL OF THE DISABLED AIRCRAFT

Once rescue activities have been assured, disabled aircraft shall be isolated and placed at the disposal of the Authorities responsible for judicial and aeronautical investigations.

Subsequently, the **Airport Operator**, following the instructions of the **EOC**, shall activate the disabled aircraft removal procedure as provided for in the Airport Manual.

1.9.11 APRON OPERATIONS

For the entire duration of the State of Accident, boarding operations are suspended.

In the event of a State of Emergency declaration, boarding operations on the aprons may be suspended at the Airport Duty Manager's discretion.

Refuelling operations with passengers on board and/or during embarkation/disembarkation will be suspended for the entire duration of the State of Emergency and/or Accident.

1.9.12 CLOSURE OF THE ALERT/ EMERGENCY STATES

If the events that led to the **State of Alert** or **Emergency** had no consequences, the **Control Tower** notifies the end of the current **State** with the **TAM-TAM** device, having consulted:

In case of Alert:

- The **Captain** of the aircraft;

In case of Emergency:

- The **Captain** of the aircraft;
- The **ROS** of the **Fire Brigade** for restoring the rescue and fire fighting service;
- The **Airport Duty Manager** on the outcome of the visual inspection of the **Movement Area** affected by the event;

The **Airport First Aid Services Doctor** notifies the **Emergency Medical Services (118)** of the end of the **State of Emergency**.

1.9.13 ASSISTANCE AREAS

A. Survivor Reception Centre (green codes – low critical)

As soon as the **State of Accident** has been established, according to the initial information on the nature of the event that has occurred, the **Police Forces**, in coordination with **Customs** and supported by personnel of the **Airport Operator Security Service**, shall verify the activation of

Departure Hall of Terminal 1 (Gates A24-A30) to assist unharmed passengers whose life is not in danger and who are able to walk (green codes).
The room is equipped with seating, toilets and telephones. Further comfort items are available from the Operator and/or the carrier involved by activating the "Food and Beverages" operators.

Access to the Survivor Reception Centre (Vivaldi lounge) from airside shall normally be via gate A26.

If the accident concerns a General Aviation aircraft with the involvement of a small number of passengers, the **Emergency Medical Services Director** is entitled to order that passengers classified as green codes are assisted at the Airport First Aid Services informing the EOC or, if not yet in place, the Airport Duty Manager.

The **Airport Operator** shall make available, according to the requirements, at the time of initiation of the **State of Accident**, also in the case that such an event has occurred outside the airport grounds, the following areas:

B. Friends and Relatives Reception Centre

Located at Malpensa Centre Terminal 1 has the function of welcoming the families of the people involved in the accident.
The lounge is equipped with seating, telephones and toilets. Comfort items are available from the Operator and/or the carrier involved by activating the "Food and Beverages" operators.

C. Reunion Area

Located at Albinoni/Vivaldi Lounge (Terminal 1), it is the place designated to the reunification of unharmed passengers and relatives in full respect of the privacy of the people involved.
The lounge is equipped with seating and toilets. Comfort items are available from the Operator and/or the carrier involved by activating the "Food and Beverages" operators.

D. Crew Reception Centre

Located at the Operations Management Meeting Room – Terminal 1, 3rd floor – its function is to accommodate the unharmed and slightly injured crew involved in the accident. The room is equipped with seating, toilets and telephones. Comfort items are available from the Operator and/or the carrier involved by activating the "Food and Beverages" operators.

E. Authorities Lounge

Located Operations Management Meeting Room – Terminal 1, 3rd floor, it is at the disposal of external Authorities (Prefect, Judicial Authority, Police Officers, etc.). It issues provisions related to the institutional role of those present.
The lounge is equipped with seats and appropriate direct telephone connections with the EOC.

F. Press Centre

Located at the ENAC Meeting Room (ENAC Building, near Terminal 1), it is available for media representatives.

The maps of the assistance areas are shown in Annex N.

In case the accident occurred to a General Aviation aircraft, the Airport Duty Manager will provide alternative indications in relation to the event occurred and the actual needs for reception, assistance and communication.

1.9.14 ASSISTANCE TO PASSENGERS INVOLVED IN THE ACCIDENT

Airlines are the main agencies involved in the Plan on assistance to victims and their relatives. Actions and behaviours during a crisis situation must take into account the social, financial and humanitarian aspects of the people involved in the event and of their relatives through a uniform and adequate assistance to passengers, crew members and any other victims involved in the accident.
Carriers shall ensure consistency of their Local Emergency Response Plan (LERP) with this Emergency Plan.
Before starting the operations, all carriers are required to submit their Local Emergency Response Plan (LERP) to the Airport Operator, ensuring that it is consistent with this Aerodrome Emergency Plan, together with the contacts to be notified in case of alert/emergency/accident, promptly informing the Airport Operator of any sensitive changes within the LERP and the contacts indicated. The contacts will be made available to the competent authorities for the purposes related to emergency management.
The Airlines shall put in place appropriate agreements to ensure the presence of ministers of religious cults for the assistance and support of the injured and relatives and of specialists in psychological support for disasters.

Representatives of ENAC, Air Carrier, Airport Operator, Police Forces and psychologists, through the **Contact Team**, shall provide the victims involved and their families with all the necessary information on the rescue and assistance process.
The Airport Operator may also rely on the resources of the Contingency Plan to assist victims and their families and to reduce the distress of other passengers if the airport is not operational.

The possible activation of SIPEM (Italian Society of Emergency Psychologists) will be evaluated within the EOC, for the psychological intervention, the support at the assistance areas and for the Epic toll free number.

1.9.15 TELEPHONE ENQUIRY CENTRE (TEC)

In accordance with Linate and Malpensa Airport Emergency Plans the **Airport Operator** has implemented at Malpensa Terminal 2 a multifunctional centre called **EPIC (Emergency Procedures Information Centre)** in order to coordinate various types of emergencies involving the Milan airports.

As part of EPIC, the **Telephone Enquiry Centre (TEC)** is the place designated for communication to the public via a toll-free number (**800 900 638**) made available to collect and verify all information relating to persons involved in the event.

In the event of an Accident, if deemed necessary, the Malpensa Operations Manager of the Airport Operator and the EOC shall provide instructions to the Airport Duty Manager for activation of the TEC.

1.9.16 INFORMATION AND ASSISTANCE TO WAITING PASSENGERS

In the event of an **accident,** it is probable that the daily flight schedule undergoes significant changes with the result of significantly increasing the presence of people waiting inside the airport.

In order to avoid any situation that may result in compromising public order, the **Airlines** concerned or their representative and the **Airport Operator** are required to put in place everything possible for providing assistance and information to waiting passengers.

Airlines or their representatives and, in the absence of interventions by them, the **Airport Operator**, shall ensure that passengers are provided with an adequate level of comfort while waiting at the airport and, if necessary, also provide catering services beyond the usual hours of operation.

1.10 *VERIFICATION AND UPDATING OF THE EMERGENCY PLAN*

1.10.1 AEC AERODROME EMERGENCY COMMITTEE

To obtain maximum benefit from a full-scale emergency drill, the entire Plan must be reviewed periodically. For this purpose, the Aerodrome Emergency Committee was set up with the specific task of analysing, testing and reassessing the Airport Emergency Plan.
The committee is composed of qualified representatives of all agencies involved in the implementation of the AEP, with responsibility for the crisis preparedness and management operations. Each entity is represented by a person with appropriate authority and delegation.

The subjects entitled to participate in the AEC are those called to intervene in the EOC and represent the Agencies listed in the chapter "Responsibilities, roles and functions".

Specifically, the Aerodrome Emergency Committee:

- meets at least twice a year to evaluate the effectiveness of the Plan;
- shares and defines the drill programme (typology, scenarios, planning);
- identifies the composition of the Observer Critique Team for each individual drill.

Each meeting, including debriefings relating to the drills, shall be the indicated in a report sent to all members of the aforementioned committee.

Tasks

The main tasks of the AEC are:

- identification and periodic review of scenarios related to critical airport events;
- identification of maintenance/improvement objectives of the emergencies management requirements;
- verification of the Airport Emergency Plan coordination with the territorial Emergency Plans and other organizations, involving for this purpose in the AEC the Authorities and Companies operating outside the airport grounds;
- assistance in planning total or partial drills of the various types of events;
- implementation of the de-briefing of drills or significant events related to the AEP
- analysis of the results of the exercises, provided by the Observer Critique Team, in order to propose updates/ additions to the Plan In force, each Entity/ subject for the aspects of competence,defining, where necessary, appropriate improvement actions to be taken by each entity, for the parts for which it is responsible, in order to ensure effective management of events;
- sharing and approving all parts of the AEP and its updates;
- sharing information on best practices adopted in other international airports in order to continuously improve the critical event management process;
- periodic evaluation of the alarm systems, equipment and facilities that the Operator makes available for the management of emergencies.

The corrective actions resulting from the results of the simulations that require a revision of the Emergency Plan, proposed by the entity involved in the AEC, are evaluated by the Airport Operator,

through its Safety Management System, for the purpose of the proposed amendment of the Airport Emergency Plan to be submitted to ENAC.

1.11 *OCT OBSERVER CRITIQUE TEAM*

Functions
The purpose of setting up the Observer Critique Team is to attend emergency drills, analyse the results during the debriefings and propose revisions to the Plan where necessary.

Committee membership
Each Entity shall inform the Airport Operator sufficiently in advance of the drill planning of the names of the persons within its organization responsible for this role.

Requirements
In order to assess the degree of achievement of the intervention objectives and the effectiveness of the procedures, members of the Observer Critique Team are required to meet the following requirements:

- Knowledge of the issues related to the management of maxi-emergencies and in particular of this Plan in accordance with the Operator's Training Programme.
- Familiarity with the way an audit is managed with a view to an objective evaluation of the results to identify opportunities for improvement in the emergency management system.

Operating modes
The Team participates in the planning phase of the simulations in order to be aligned with the objectives set and the areas subject to verification.
The evaluations are carried out using special checklists prepared by the Airport Operator.
A Team Leader is appointed within the Team to represent the Airport Operator with the task of coordinating the process in all phases of intervention, from planning the drill to debriefing.

1.12 *DRILLS*

Assessment of the adequacy of emergency regulations and procedures is carried out through periodic drills in which the suitability of response of personnel, vehicles and equipment of each airport Agency involved in rescue operations, which shall previously have put in place their own internal emergency plans and safety operating procedures, is verified.

The annual planning of the drills, both on a total and partial scale, is proposed by the Airport Operator within the Aerodrome Emergency Committee which ensures the monitoring also on the basis of the activities of the Observer Critique Team in order to update the Plan.

The Plan is periodically evaluated through the following drills, for each of which specific objectives are set:

A. Full scale emergency drills

Full scale drills involve all parties to whom this Plan assigns roles and functions in emergency management.

The persons and Agencies involved must be informed well in advance of the time frame in which the drill is planned to take place. They must also be familiar with the Plan and develop their own Emergency Plans in coordination with the AEP.

Each drill must make it possible to verify the overall validity of the Plan; it must also contain specificities such that the sequence of drills can, over the years, cover a wide range of emergency scenarios, both in terms of location and type of event.

It is essential to define specific objectives for each drill, such as, for example:

- Verification of the response in adverse weather conditions and at night
- Verification of the response in the presence of emergency occurrences involving an aircraft carrying dangerous goods

taking the utmost care to ensure the realism of the drill.

Total scale drills are scheduled at intervals not exceeding 12 months in order to prepare scenarios that can represent different climatic conditions.

The drill is preceded by planning meetings and/or operational briefings and followed by a de-briefing to develop the analysis of individual behaviour and the drill as a whole, as well as to determine corrections and adjustments.

Airside simulations with the activation of the AEP may result in limitations to aircraft operations due to the reduced availability of fire-fighting equipment and the possible penalisation of the area affected by the drill until the total closure of the airport.

In preparing the scenario to be simulated, the Safety Action Group composed of the Airport Operator (Operations Management and Safety Management System), Enav and the aircraft operator involved in the drill, will consider the risks associated with any residual airport operations with particular attention to aircraft movements and banning of certain areas.

B. Partial emergency drills

The partial drills are organized by the Airport Operator within the Aerodrome Emergency Committee, also on the proposal of one of the Committee's members and have the objective of testing one or more segments/phases of this Plan, involving one or more agencies.

They are carried out between one full scale drill and the next, taking care to plan at least two drills per year.

These drills are essential to verify the intervention procedures of each individual department or airport area and the level of staff training.

They have to be programmed in order to:

- evaluate changes in specific parts of the Plan;
- assess the adequacy of specific corrective actions taken, in particular with respect to problems encountered during full scale drills;
- train new staff;
- assess the adequacy of new vehicles, infrastructure, equipment, etc.

The Agencies and airport agencies involved in the partial drills are identified from time to time according to the scenario to be tested.

While RFFS personnel training (e.g. to measure service response times) may be included among its purposes, partial exercises shall nevertheless ensure the objective of testing one or more segments/phases of the Airport Emergency Plan (thus including a broader scenario).

Therefore, without prejudice to the need to ensure and codify in the Plan the continuous training of RFFS personnel (to be carried out at appropriate intervals, as mandatory in accordance with ADR.OPS.B.010), the training activity alone cannot be considered as exhaustive for the purpose of fulfilling the obligation to carry out partial exercises, duly structured, between two consecutive full scales.

Specifically the partial exercises will be planned with the aim of dealing with aspects of the Airport Emergency Plan for which a periodic verification is useful, or to resolve anomalies/ findings arised during the full scale, depending on their quantity and severity: the significant aspects will be simulated, individually or appropriately aggregated within the same exercise.

The results of the drills are evaluated within the Aerodrome Emergency Committee.

C. TABLE TOP emergency drills

They can be organised in addition to the partial ones, with the aim of increasing awareness of each other's modes of action and checking at regular intervals that roles and procedures are clear and understood, as well as to test changes to existing procedures or as preparation for full scale drills. The airport agencies and persons involved are identified on a case by case basis according to the scenario to be tested, collecting experiential elements from each one in order to identify aspects that require procedural, instrumental and informative integrations.

1.12.1 PLANNING AND ORGANISATION OF DRILLS

In order to allow all the agencies involved to agree and share in good time the aims and operational methods of the drill, the planning and organisation of the drills on a full scale, follows indicatively the time schedule indicated in the table below, unless otherwise agreed between the parties involved:

DAYS	ACTIVITY
D - 90	Scenario preparation and assignment of tasks within the Aerodrome Emergency Committee.
D - 70	First AEC briefing with illustration of the project.
D - 50	Second AEC briefing, identification of Observer Critique Team members and scenario.
D - 40	Definition of resources for field support (volunteers, drivers, etc.).
D - 30	Third AEC meeting to share details of the scenario.
D - 21	Fourth AEC meeting and sharing of participants arrangement.
D - 7	Final briefing with finalisation of tasks.
D	**FULL SCALE DRILL**
D + 1/20 days	Collection of various feedback from observers and assessors.
D + 30 days	Final debriefing based on OCT assessments, proposal for updating procedures and corrective actions.

1.12.2 DE-BRIEFING

Following drills, activation of the State of Accident or the occurrence of anomalies during the AEP activation, the Airport Operator convenes the Aerodrome Emergency Committee, in order to define and evaluate the results of the drill or the emergency response in terms of achievement of the objectives and/or deficiencies found.

Within the Aerodrome Emergency Committee:

- each Entity, for the parts falling within its competence, may promote any changes and/or additions to the Emergency Plan
- against any critical issues found during the drill or real events, the possible corrective actions are identified
- with respect to the corrective action identified, the process owner is identified by indicating the estimated implementation times that are monitored within the AEC.
- The Airport Operator acquires evidence from those involved of the corrective actions taken and informs the Aerodrome Emergency Committee about them. For this purpose, the Airport Operator shall prepare a special form in which to keep track of the above actions.

All the de-briefing activities and agreed improvement actions are recorded and transmitted to the Agencies involved in the AEP.

1.12.3 UPDATES

Following the verifications, all the agencies involved in the application of the Emergency Plan, should they find critical points of intervention during the drills, are required to transmit their proposed amendment to the Plan to the Airport Operator, who shall then, following appropriate assessment within the Aerodrome Emergency Committee, include it in the Plan for possible subsequent approval/adoption by Enac.

Updates are properly reported within the document with sidebar.

2 PART 2 - DUTIES

Section 1	State of Alert	green level
Section 2	State of Emergency	yellow level
Section 3	State of Accident	red level

2.1 *STATE OF ALERT*

Situation characterised by circumstances in which, although without the prerequisites of a State of Emergency, there is reason to believe that a situation of emergency is imminent or probable.

In this phase it is necessary and sufficient that the equipment is checked and the radio links activated to reduce the intervention time in case the event turns into a state of EMERGENCY.

The Fire Brigade may send a vehicle for visual inspection at the Pilot's request.

After having acquired the state of alert, everyone listens to radio on frequency **445.775 MHz**. monitoring the development of events and preparing to intervene.

All airport Entities and Services connected to the **TAM-TAM** remote alert system indicated in section **1.8.2**, are involved in the **Alert** condition.

Use of the Manoeuvring Area is always subject to permission from the Control Tower and in constant radio contact on frequency UHF 445.775 MHz.

It should be noted that an additional State of Emergency, particularly if declared by another aircraft, would necessarily be managed as a Yellow Emergency.

A SUMMARY DIAGRAM OF THE MAIN ACTIONS OF THE INDIVIDUAL ENTITIES IN THE STATE OF ALERT IS GIVEN IN APPENDIX 2.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIR TRAFFIC CONTROL SERVICE:

2.1.1 CONTROL TOWER

2.1.1.1 The **Control Tower**, having received notification of a situation in which there is reason to doubt the safety of an aircraft and its occupants, having received from the **Captain** of the aircraft concerned assurances concerning the absence of a full emergency, activates the **State of Alert** providing the **Fire Brigade** with information concerning:

GROUP A	Preliminary information on the event; type of aircraft and flight number; position and estimated time of landing, in the case of incoming aircraft; runway that will be used and any subsequent change of runway. any request from the **Captain** of the aircraft for visual assistance by a **Fire Brigade** vehicle (which in this case will follow taxiing of the aircraft). any other useful reference.

2.1.1.2 Controls the current air traffic control.

2.1.1.3 If the state of alert has not resulted in any consequences, it declares by TAM TAM the end of the alert and re-activates normal procedures.

2.1.1.4 If the state of ALERT downgrades into a state of Emergency or state of Accident, it will apply the rules contained in the following chapters "States of Emergency or Accident".

ACTIONS UNDER THE RESPONSIBILITY OF THE RESCUE AND FIRE FIGHTING SERVICE:

2.1.2 AIRPORT FIRE BRIGADE DEPARTMENT

2.1.2.1 After having acquired the STATE of ALERT and received the communications relating to the situation in progress, it must go on board the fire-fighting vehicles and activate the radio link pending further communications.

2.1.2.2 In case of a request by the pilot for visual assistance, with explicit confirmation not to declare "Emergency", it sends a suitable vehicle to follow the taxiing phases of the aircraft.

2.1.2.3 If the STATE of ALERT has not resulted in any consequences, it returns staff and vehicles to their places.

2.1.2.4 If the STATE of ALERT downgrades into a state of Emergency or State of Accident, it will apply the provisions contained in the following chapters "States of Emergency or Accident".

ACTIONS UNDER THE RESPONSIBILITY OF ENAC - AIRPORT DIVISION

2.1.3 ENAC

2.1.3.1 It receives from the SEA Airport Duty Manager the communications relating to the current situation through the pre-established channels of availability.

2.1.3.2 If the STATE of ALERT downgrades into a State of Emergency or State of Accident, it will apply the provisions contained in the following chapters "States of Emergency or Accident".

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRPORT FIRST AID SERVICES:

2.1.4 DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES

2.1.4.1 After having acquired the STATE of ALERT and received the communications relating to the situation in progress, he is ready to go on board the rescue car and activate the radio link awaiting further communications.

2.1.4.2 If the ALERT has not resulted in any consequences, it restores normal operation.

2.1.4.3 If the STATE of ALERT downgrades into a State of Emergency or State of Accident, it will apply the provisions contained in the following “States of Emergency or Accident” chapters.

ACTIONS UNDER THE RESPONSIBILITY OF SEA AIRPORT DUTY MANAGER:

2.1.5 SEA AIRPORT DUTY MANAGER - OPERATIONS MANAGEMENT

2.1.5.1 After having acquired the notification of ALERT, he provides personnel and vehicles, provided by internal procedures, equipped with radio equipment on the frequency 445.775 MHz.

2.1.5.2 Informs ENAC through the pre-established availability channels.

2.1.5.3 Informs the company if represented.

2.1.5.4 Acquires the following information from the Carrier and/or handler, if available:

- number of passengers transported with indication of the possible presence on board of persons with impeded mobility or handicap
- number of crew members
- estimated fuel on board
- dangerous cargoes possibly on board
- any other information considered useful

and supplies them to the Control Tower, the Fire Brigade ROS, the Airport First Aid Services and the Public Order Services.

2.1.5.5 If the STATE of ALERT has not resulted in any consequences, it restores normal operation.

2.1.5.6 If the STATE of ALERT downgrades into a State of Emergency or State of Accident, it will apply the provisions contained in the following “States of Emergency or Accident” chapters.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRLINE

2.1.6 AIRLINE

2.1.6.1 If an event that may lead to dangerous situations is notices, it informs the TWR which will decide whether or not to activate the STATE of ALERT.

2.1.6.2 The Airline's representative or, if not present, the accredited Handler's manager, will be available for all needs related to the procedure in place. In particular, he inform SEA Airport Duty Manager -Operations Management without delay of the following information:

- number of passengers transported with indication of the possible presence on board of persons with impeded mobility or handicap;
- number of crew members;
- estimated fuel on board;
- dangerous cargoes possibly on board;
- any other information considered useful.

2.1.6.3 If the STATE of ALERT has not resulted in any consequences, it restores normal operation. Once the state of ALERT has ceased, it shall cooperate with the Captain of the aircraft concerned in order to draw up a detailed report on the incident to be sent to ENAC.

2.1.6.4 If the STATE of ALERT downgrades into a State of Emergency or State of Accident, it will implement the provisions contained in the following “States of Emergency or Accident” chapters.

ACTIONS UNDER THE RESPONSIBILITY OF THE PUBLIC ORDER SERVICES

2.1.7 STATE POLICE, FINANCIAL POLICE AND CARABINIERI

2.1.7.1 The Operations Room of the Border Police, the Finance Police and the Carabinieri, after having acquired the STATE of ALERT, listens to the radio waiting for further information.

2.1.7.2 If the STATE of ALERT downgrades into a State of Emergency or State of Accident, it will apply the provisions contained in the following chapters “States of Emergency or Accident“.

2.2 *STATE OF EMERGENCY*

Situation in which there is certainty of the state of danger of the aircraft and its occupants.

In this state all the necessary measures must be implemented to reduce the intervention time in case the event turns into a STATE of ACCIDENT.

ACQUIRED THE GREEN OR YELLOW STATE OF EMERGENCY 35R LISTEN TO THE RADIO ON THE FREQUENCY **440.750**.

ACQUIRED THE YELLOW STATE OF EMERGENCY 35L (including aircraft aprons T1 and T2) LISTEN TO THE RADIO ON FREQUENCY **445.775.**

A SUMMARY DIAGRAM OF THE MAIN ACTIONS OF THE INDIVIDUAL ENTITIES IN THE STATE OF EMERGENCY IS GIVEN IN APPENDIX 3.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIR TRAFFIC CONTROL SERVICE

2.2.1 CONTROL TOWER

2.2.1.1 Having become aware of a condition in which there is certainty of the state of danger of an aircraft and its occupants, activates the **State of Emergency** through Tam Tam.

2.2.1.2 Provides to the **Fire Brigade** information concerning:

GROUP A	preliminary information on the event; type of aircraft; position and estimated time of landing; runway that will be used and any subsequent change of runway; any other useful reference (ex. wind direction).

Types of emergencies

2.2.1.3 In case of Emergency on the Ground

- *Imposes radio silence*
- *Instructs aircraft taxiing to stop or, if possible, to free the areas involved and return to the parking areas. Aircraft already authorised may have their clearance revoked.*
- *It suspends the arrival and departure of all other traffic.*

2.2.1.4 In case of Emergency 35R over 15 NM to be travelled on landing

- *It manages arriving and departing traffic in accordance with the chapter "2nd Airport Emergency Management".*
- *If the aircraft in emergency has confirmed landing on RWY35R, use only the RWY 35L for all arriving and departing traffic.*
- *It manages the ground movement of all other traffic so that area 35R remains reserved for emergency assistance operations.*

2.2.1.5 In case of Emergency within 15 NM to be travelled on landing

- *It imposes radio silence.*
- *Instructs aircraft taxiing to stop or, if possible, to free the areas involved and return to the parking areas. Aircraft already authorised may have their clearance revoked.*
- *It suspends the arrival and departure of all other traffic.*
- *If, following the yellow 35L/R emergency declaration, the pilot reports that he wants to wait by performing manoeuvres and/or procedures that clearly indicate the need to cover a distance greater than 15 NM in order to verify the condition of the aircraft and/or to perform the fuel dumping procedure, the Control Tower may consider declaring the state of Green 35R Emergency by radio.*

2.2.1.6 In case of Second emergency

- *It imposes radio silence.*
- *If area 35R has been reserved for the first emergency, reserve area 35L for the second emergency.*
- *Instructs aircraft taxiing to stop or, if possible, to free the areas involved and return to the parking areas. Aircraft already authorised may have their clearance revoked.*
- *It suspends the arrival and departure of all other traffic.*

2.2.1.7 In any case, it provides for the air traffic control in place in accordance with the rules established for the states of EMERGENCY by the agency to which it belongs.

If the emergency does not result in any consequence, upon **receipt of confirmation of the resumption of operations by FIRE BRIGADE 0 and MIKE 1**, it declares the end of the State of Emergency and re-activates normal airport operations by means of a remote alarm system.

2.2.1.8 If the STATE of EMERGENCY downgrades in the State of Accident, the rules contained in the following chapter "State of Accident" will be applied.

ACTIONS UNDER THE RESPONSIBILITY OF THE FIRE-FIGHTING SERVICE

2.2.2 THE AIRPORT FIRE BRIGADE DEPARTMENT

2.2.2.1 It receives and acquires the state of EMERGENCY through the remote alarm system.

2.2.2.2 It activates internal procedures for the state of emergency.

2.2.2.3 It receives from TWR authorization to commit the manoeuvring areas and communications related to the type of EMERGENCY in progress such as:

GROUP A	preliminary information on the event; type of aircraft; estimated time of landing; runway that will be used and any subsequent change of runway; any other useful reference ((ex. wind direction).

2.2.2.4 It provides for the deployment of vehicles and personnel IN THE UNQUESTIONABLE JUDGMENT OF THE ROS READY TO INTERVENE IN ACCORDANCE WITH THE TWR.

It receives via frequency from the SEA Airport Duty Manager, if known to him, other necessary information:

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board; operator of the aircraft.

It informs the headquarters of the Provincial Fire Brigade Department of Varese and to the Fire Brigade Helicopter Unit of Malpensa.

2.2.2.5 During any control operations related to the state of emergency, one of the following states will be declared as soon as possible:

- State of ACCIDENT;
- Restoring of fire-fighting service to TWR, by FIRE BRIGADE 0, using the following communication “CHECK COMPLETED - OPERATIONAL FOR REOPENING*”* (at the end of these control operations).

2.2.2.6 2.2.6 The Fire Brigade may require the intervention of personnel and equipment necessary for the handling operations of the aircraft during the aircraft check and securing.

2.2.2.7 If the STATE of EMERGENCY downgrades in the STATE OF ACCIDENT, the provisions contained in the following chapter "State of Accident" will be applied.

ACTIONS OF ENAC - AIRPORT DIVISION

2.2.3 ENAC

2.2.3.1 Having acquired the **State of Emergency** activates internal emergency procedures. It participates in the EOC (if set-up).

2.2.3.2 Provides information in its possession on the emergency to the **National Flight Safety Agency** and to **ENAC Crisis Room**.

2.2.3.3 If the STATE of EMERGENCY downgrades in the STATE OF ACCIDENT, the provisions contained in the following chapter will be applied.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRPORT FIRST AID SERVICES:

2.2.4 THE DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES

2.2.4.1 After having acquired the state of EMERGENCY through the remote alarm system, starts the internal health EMERGENCY plan.

2.2.4.2 Reaches the emergency vehicles and listens to the radio and deploys his own vehicles at the rendezvous point in front of the customs gate no. 2.

2.2.4.3 Notifies about the event occurred and communicates to AREU the information available on the situation in progress.

2.2.4.4 If deemed appropriate, depending on the type of emergency and the number of passengers on board the aircraft, requests AREU to send ambulances and medical personnel.

2.2.4.5 If the development of events has not led to any consequences, having received notification of the end of the State of Emergency:

- communicates to AREU the end of the State of Emergency.
- Returns personnel and vehicles to their positions and restores normal operations**.**

2.2.4.6 A representative will be available to participate in the debriefing at the EOC (if set-up).

2.2.4.7 If the State of Emergency deteriorates into a State of Accident he will apply the provisions contained in the “States of Accident” paragraph.

ACTIONS UNDER THE RESPONSIBILITY OF THE PUBLIC ORDER SERVICES:

2.2.5 AIRPORT BORDER POLICE, POLICE 2ND AIR UNIT, CARABINIERI, FINANCE POLICE, CUSTOMS

2.2.5.1 The Operations Rooms of the Border Police, Finance Police and Carabinieri, after having acquired the State of Emergency, alert their men and prepare their vehicles and await communications from SEA Airport Duty Manager about the type of emergency.

2.2.5.2 The Operation Room of the Border Police informs the Operations Room of the 2nd Air Unit.

2.2.5.3 The Border Police and Finance Police Operations Rooms send a vehicle equipped with a radio with driver to the rendezvous point of the vehicles in front of customs gate no. 2, waiting for directions from the Airport Duty Manager of the internal route for the emergency vehicles to the crash area.

2.2.5.4 The Operations Rooms of Border Police, Finance Police and Carabinieri inform their superiors.

2.2.5.5 The Finance Police notifies the Customs and proceeds to the opening of gate No. 2 together with Sea Security.

2.2.5.6 The Police and the Finance Police, with the support of SEA Security, get prepared for the possible activation of the departure hall of Terminal 1 (Gates A24-A30), the Albinoni and Vivaldi Lounges, and the Malpensa Centre

2.2.5.7 The Carabinieri send a mobile group equipped with radios in contact with the emergency frequency at the rendezvous point of the vehicles.

2.2.5.8 If the emergency has not resulted in any consequences, the Border Police, Carabinieri, Finance Police and Customs will restore normal operations by informing the EOC if it has been set up.

2.2.5.9 The Operations Room of the Border Police will, where time permits, send its own personnel to the aircraft parking area in order to remove men and vehicles not directly involved in the operating procedures.

2.2.5.10 If the state of emergency downgrades in the state of accident, the provisions contained in the following chapter "State of Accident" will be applied.

ACTIONS UNDER THE RESPONSIBILITY OF THE SEA AIRPORT DUTY MANAGER:

2.2.6 SEA AIRPORT DUTY MANAGER– OPERATIONS MANAGEMENT

2.2.6.1 Acquires the information of STATE OF EMERGENCY through the remote alarm system. Informs ENAC of the activation of the emergency through the usual availability channels.

2.2.6.2 Goes, together with the other components of the EOC (if set-up) to the crisis room and makes available the personnel and vehicles, provided for by internal procedures, equipped with radio equipment on the freq. 440.750 MHz or 445.775 MHz.

2.2.6.3 Informs the Airline if represented and/or the relevant reference Handler.

2.2.6.4 Notifies the ROS of the Fire Brigade the following information received concurrently from the carrier and/or Handler, such as:

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board; any other useful information.

2.2.6.5 Provides the elements available to ENAC, if necessary acquiring them from the aircraft operator.

2.2.6.6 Suspends refuelling operations and evaluates the possible suspension of boarding operations in the departure hall of Terminal 2 (gate D19 to E24) for the duration of the emergency.

2.2.6.7 Requires at the vehicles rendezvous point in front of the customs gate no. 2 the presence of 2 follow me for the possible escort of the vehicles, 2 ambulances, 1 bus for the transport of green codes, if any, and 1 vehicle with driver for technical logistic support, if required.

2.2.6.8 Informs the SEA structures responsible for Public Affairs and External Communication.

2.2.6.9 If there are no consequences from the emergency:

- provides for the inspection of the area concerned and gives access to the TWR through MIKE1;
- provides for the activation of handling operations;
- receives confirmation from the agencies involved of the end of activities connected with the State of Emergency, restores airport activities and informs the ENAC;

2.2.6.10 If the state of emergency downgrades to state of accident, the provisions contained in the following chapter "State of Accident" will be applied.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRLINE

2.2.7 AIRLINE

2.2.7.1 The Airline Representative where present and/or his Handler after receiving the notification of the state of emergency, promptly provides the following information to SEA Airport Duty Manager-Operations Management:

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board (information to be made available immediately); any other useful information.

2.2.7.2 Goes to the EOC (if set-up) making itself available for all needs related to the procedures in place.

2.2.7.3 Once the state of emergency has ceased, it cooperates with the Captain of the aircraft concerned in order to draw up a detailed report on the incident to be sent to ENAC. If the emergency does not result in any consequences, it restores normal operation.

2.2.7.4 If the state of emergency downgrades to state of accident, the provisions contained in the following chapter "State of Accident" will be applied.

2.3 *STATE OF ACCIDENT*

Situation in which an event harmful for the aircraft and/or its occupants has occurred.

This state is declared by the Control Tower or by the Airport Duty Manager when an aviation accident has occurred on the airport grounds.

In this state, the airport agencies directly apply the respective procedures set out in this part of the Rescue and recovery intervention Plan.

Radio frequencies to use	
ACCIDENT ON AREA 35 LEFT	**ACCIDENT ON AREA 35 RIGHT**
FREQ. 445.775	**FREQ. 440,750**

WARNING

The Prefecture of Varese alerted by the Police operations room will begin its external emergency plan according to the methods contained in it.

A SUMMARY DIAGRAM OF THE MAIN ACTIONS OF THE INDIVIDUAL ENTITIES IN THE STATE OF ACCIDENT IS GIVEN IN APPENDIX 4.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIR TRAFFIC CONTROL SERVICE:

2.3.1 CONTROL TOWER

2.3.1.1 Notifies the states of accident by means of the remote alarm system or by subsidiary means if this does not work.

2.3.1.2 Authorizes emergency vehicles to enter the accident area as quickly as possible.

2.3.1.3 **Imposes radio silence**

2.3.1.4 Provides the fire service, to SEA Airport Duty Manager Operations Management and the Airport Fist Aid Services via radio with the following information:

GROUP A	the time at which the accident occurred; the location of the scene of the accident with reference to the grid map in Attachment A.1 and any other useful reference; type of aircraft; any other useful reference (ex. wind direction)

2.3.1.5 Identifies with SEA Airport Duty Manager the route of the rescue vehicles between Gate "2" and the Noria area identified by the doctor on duty at the Airport First Aid Services. The routing of rescue vehicles will be ensured by follow me that will shuttle between the rendezvous point and the crash area.
No authorisation will be required within this route.

2.3.1.6 Suspends air traffic until further notice by notifying ACC/FIC Milan with the exception of rescue helicopters. If the accident took place in the manoeuvring area, it suspends vehicle traffic in that area, authorising only the vehicles concerned by these rules and procedures or vehicles that in any case are currently considered useful to access for the ongoing operations.

2.3.1.7 Informs Enac Crisis Room through the established availability channels, providing all available information.

2.3.1.8 Sends a representative to the EOC and receives an estimated one for reopening.

2.3.1.9 If the accident occurred outside the manoeuvring area and the EOC deems it possible to continue air traffic at the airport, it will be informed by the EOC of the downgrading of the fire service in relation to the vehicles and the amount of extinguishing agents still available.

2.3.1.10 If the accident happened outside the airport grounds, in the areas indicated on the map "Airport Boundary Territory" (Att.A1bis), it might suspend air traffic at the airport.

2.3.1.11 After receiving communication of the end of rescue operations, on the order of the EOC, declares the end of the State of Accident and restores normal air traffic on the airport, notifying the Agencies under its responsibility.

2.3.1.12 Joins the de-briefing.

ACTIONS UNDER THE RESPONSIBILITY OF THE FIRE-FIGHTING SERVICE:

2.3.2 AIRPORT FIRE BRIGADE DEPARTMENT

2.3.2.1 Having acquired the **State of Accident** it activates radio connection on the frequency in use and listens for initial information on the nature of the accident.

2.3.2.2 . Acquires via radio from the **Control Tower** information regarding:

GROUP A	preliminary information on the event; the time at which the accident occurred; the location of the scene of the accident with reference to the grid map in Attachment A.1 and any other useful reference; type of aircraft. any other useful reference (ex. wind direction)

and from the **Airport Duty Manager** information regarding:

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board; any other useful information.

2.3.2.3 The ROS places its staff and vehicles ready for use and directs them to the accident site on TWR instructions. It provides information about the accident to the Provincial Fire Brigade Department of Varese and to the Fire Brigade Helicopter Unit of Malpensa.
The helicopter shall be operated in accordance with the operating procedures agreed with the ATS agencies.

2.3.2.4 It assesses the type and mode of intervention in relation to the extent of the accident and notifies SEA Airport Duty Manager and the EOC of the seriousness of the accident and requests other means of rescue, if necessary.

2.3.2.5 He directs the rescue and fire-fighting operations on site by establishing the Advanced Command Post and providing a description of the scenario with the available data via radio.

2.3.2.6 From the beginning of the rescue operations until the area is set in safe conditions, the ROS will be the coordinator of the operations on site.

2.3.2.7 As soon as the area has been set in safe conditions, it will require the sending of men and vehicles of Airport Fist Aid Services.

2.3.2.8 It sends its Representative to the EOC.

2.3.2.9 Once the first phase of rescue has been completed, it identifies the area where the survivors will be gathered. There should be an area in front of the gathering area where the injured can be sorted and rescued.

2.3.2.10 Notifies the EOC of the end of the first phase of rescue and the finding and use of these areas for the subsequent flow of ambulances with the necessary staff and medical facilities.

2.3.2.11 At the end of the operations to secure the area, the personnel made available can collaborate with the Airport First Aid Services in sorting the injured in the Triage area.

2.3.2.12 At the end of all rescue operations, it informs the EOC of the restoration of the fire-fighting service or of any downgrading in progress.

ACTIONS UNDER THE RESPONSIBILITY OF ENAC - AIRPORT DIVISION:

2.3.3 ENAC

2.3.3.1 Having acquired the **State of Accident,** it activates internal procedures regarding such occurrence.

2.3.3.2 Provides information in its possession on the accident to the **Prefecture**, **National Flight Safety Agency** and to **ENAC Crisis Room**.

2.3.3.3 Sends its Representative to the **EOC**.

2.3.3.4 Participates with its representative to the Contact Team authorised to give official information about the accident to the victims and their families.

2.3.3.5 Issues all measures of an aeronautical nature related to the development of the situation.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRPORT FIRST AID SERVICES

2.3.4 DOCTOR ON DUTY AT THE AIRPORT FIRST AID SERVICES

2.3.4.1 Once the state of the accident has been acquired, the specific emergency and medical assistance plan is started, communicating at the same time the information acquired, the set-up of the EOC and the access gate if different from Gate 2 to AREU and to the Airport Health Doctor (USMAF-SASN) for the relevant operations.

2.3.4.2 Goes to the rendezvous point at Terminal 2 and, escorted by a follow me, sets off towards the scene of the accident listening to the radio and contacting the Tower in advance without approaching the crash area until the same area is declared safe by the ROS.

2.3.4.3 Provides for the possible use of the intangible supplies.

2.3.4.4 As soon as the first assessments of the consequences of the accident have been made, he informs the EOC and AREU about the following elements:

- if there are persons injured
- the number, even presumed, of the injured persons to be sent to hospitals
- the number of health facilities, ambulances, materials, vehicles and equipment for the type of assistance required, to be brought to the scene of the accident
- if the injured persons can be rescued at the airport health facilities without immediate recourse to external hospitals
- communicates the choice of the area of NORIA.

2.3.4.5 Organises initial transportation of the injured to the first aid, rendezvous, Triage areas with the vehicles available or other vehicles deemed appropriate.

2.3.4.6 Provides healthcare staff in the departure hall of Terminal 1 (Gates A24-A30), with the task of assisting slightly injured passengers.

2.3.4.7 The Airport First Aid Services will however be manned by Airport Handling staff for non-healthcare jobs (e.g. telephone communications).

2.3.4.8 Where appropriate, it shall issue instructions to staff provided by the Airport Operator for the transport of unharmed passengers (from Gate A26 to Vivaldi Lounge, staying in Airside area).

2.3.4.9 If the accident involves a cargo and/or General Aviation aircraft with the involvement of a small number of passengers, the **Emergency Medical Services Director** has the right to order that passengers classified as green code are assisted at the Airport First Aid Services by informing the Airport Duty Manager.

The functions of the Airport First Aid Services, after the arrival of the Emergency Medical Services 118 and related handover, become part of the wider regional rescue plan; for this purpose.

2.3.4.10 On arrival of personnel sent by the AREU Emergency Medical Services Operations Room, the designated doctor shall take on the role of **Emergency Medical Services Directo**r and full management of emergency medical services operations while the **Airport First Aid Services Doctor** shall continue to ensure coordination with the EOC.

2.3.4.11 He notifies the EOC of the end of the medical rescue operations and confirms the return to his place.

2.3.5 THE AIRPORT HEALTH DOCTOR/USMAF-SASN

2.3.5.1 He remains at the disposal of the Judicial Authority that may intervene, for interventions in the field of public health, also in connection with the other local agencies concerned.

2.3.5.2 In the event that the accident has resulted in fatalities, he coordinates the recovery and management of the corpses in the triage area and in the temporary collection area at the Lufthansa Technik hangar.

ACTIONS UNDER THE RESPONSIBILITY OF THE PUBLIC ORDER SERVICES

2.3.6 BORDER POLICE, POLICE 2ND AIR UNIT, CARABINIERI, FINANCE POLICE, CUSTOMS

A. *POLICE - FINANCE POLICE - CUSTOMS*

2.3.6.1 The Operations Rooms of the Border Police, Finance Police and Carabinieri, after having acquired the state of the accident through the remote-alarm system, gather all available men, notify and keep their superiors updated in relation to the concrete case, notifying them of the state of the accident and providing information on the situation in progress.

2.3.6.2 The Operations Room of the Border Police informs the Operations Room of the 2nd Air Unit.

2.3.6.3 The Operations Rooms of the Border Police, Finance Police and Carabinieri, send to the rendezvous point of the vehicles in front of the customs gate no. 2, a mobile group equipped with radio, in constant contact with their Operations Room and with the EOC once established, with the task of identifying any means of rescue required giving communication to the EOC of the type, number and equipment.

2.3.6.4 The Police Forces available in the immediate vicinity of the site of the accident, without intervening, awaiting the instructions of the Fire Brigade ROS to proceed to demarcate the boundaries, to isolate the area preventing anyone from approaching or making photographic reproductions and/or filming. For this task they use the available Sea Security staff.

2.3.6.5 They receive from the Airport Duty Manager - Sea Operations Management the notification of the internal route identified for the emergency vehicles.

2.3.6.6 The Border Police will ensure that any emergency exits used for accident management purposes are manned by Sea Security.

2.3.6.7 Agents on duty outside the customs areas assisted by Sea Security and/or Sea Contingency employees will direct journalists at the Press Centre located at ENAC Meeting Room (ENAC building, near Terminal 1) and relatives of the persons involved in the accident at the "Friends and relatives reception centre" located at the Malpensa Centre on arrival floor of Terminal 1, unless otherwise specified by the Airport Duty Manager in particular if the event concerns a cargo and/or General Aviation aircraft. The area between door 1 and door 2 of the arrival all will be isolated by the Police with the support of Sea Security. The access to the area will be permitted to families of the ones involved in the incident and to assistance staff only.

2.3.6.8 At the request of the EOC, Customs authorizes the opening of the departure hall gates of Terminal 1 (Gates A24-A30) on the apron.

2.3.6.9 The Finance Police will send a military to control the access to Vivaldi lounge from apron in front of Gate A26

2.3.6.10 Police and Finance Police supported by Security oversee the clearance of the departure hall of Terminal 1 (gate A24-A30), of Malpensa Centre and Vivaldi/Albinoni lounges. Sea Security controls the access to the apron, limiting it to authorized persons only, unless otherwise

specified by the Airport Duty Manager, in particular if the event concerns a cargo and/or General Aviation aircraft.

2.3.6.11 The Police, together with the Finance Police, will clear Terminal 1 departures hall (Gates A24-A30), the Malpensa Centre and the Albinoni/Vivaldi lounges. Sea Security will grant access to apron to authorised personnel only, unless otherwise indicated by Airport Duty Manger, in particular if the event involves a Cargo or General Aviation aircraft.

2.3.6.12 The Police, Police, together with the Finance Police, will escort emergency vehicles and external assistance personnel from meeting point to crash site.

2.3.6.13 The 2nd Police Air Unit will provide the helicopter, whose operating procedures will be established at the Emergency Operations Centre.

B. CARABINIERI

2.3.6.14 After having acquired the state of accident, through the remote alarm system, they send a mobile group to supervise the transfer of the injured persons from the internal to the external medical facilities grouped in the Noria area established by the Doctor on Duty, noting, if possible, the identity and destination of the injured person, obtaining the data from METTAG in collaboration with the staff of the Airport First Aid Services.

2.3.6.15 They communicate the event and request support to the Gallarate Operations Centre.

C. POLICE-AIR UNIT- CARABINIERI-FINANCE POLICE-CUSTOMS

2.3.6.16 In the event that the accident has resulted in casualties, they will send their own personnel for surveillance to the Lufthansa Technik hangar, which will be used as a temporary morgue for human remains.

2.3.6.17 Police, Carabinieri, Customs, Finance Police, after completing the operations related to the state of the accident, restore normal operations in their sectors and inform the EOC. They send a representative to the crisis room to participate in the de-briefing.

ACTIONS UNDER THE RESPONSIBILITY OF SEA AIRPORT DUTY MANAGER

2.3.7 SEA AIRPORT DUTY MANAGER - OPERATIONS MANAGEMENT

2.3.7.1 Having acquired the **State of Accident** activates radio connection and listens for initial information on the nature of the accident, initiating internal procedures regarding such occurrence.

2.3.7.2 Receives from the **Control Tower** information concerning:

GROUP A	preliminary information on the event; the time at which the accident occurred; the location of the scene of the accident with reference to the grid map in Attachment A.1 and any other useful reference; type of aircraft. any other useful information (ex. wind direction)

2.3.7.3 Acquires the following flight information, if available, from the affected **Airline** or from its representative;

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board; aircraft operator

and provides it via radio (or if necessary, by telephone) to:

- **Fire Brigade;**
- **Control Tower;**
- **Airport First Aid Services;**
- **Border Police Operations Room** (BPOR)**;**
- **ENAC A.D.**

2.3.7.4 Informs ENAC Crisis Room and ENAC Airport Management through the pre-established availability channels providing all available information.

2.3.7.5 Provides the men and vehicles/equipment according to internal procedure.

2.3.7.6 Suspends refuelling and boarding.

2.3.7.7 Informs the reference handlers and coordinates the use of surface vehicles and personnel for rescue needs, including the provision of the Airport First Aid Services intangible supplies.

2.3.7.8 Makes available the Crisis Room located at the 3rd floor to set up the EOC.

2.3.7.9 Prepares departure hall of Terminal 1 (Gates A24-A30) in order to transform it into a first aid and accommodation area for the slight injured and unharmed passengers, and the Malpensa Centre at Terminal 1 be set up as Friends and Relatives Reception Centre. Requests Sea Security to open the Albinoni/Vivaldi lounge as Reunion area.

2.3.7.10 Reports to crash site in order to ensure, following the declaration of a safe area by the fire brigade, the information sharing between the Mobile Command Post and the Emergency Operation Centre for the activities of competence.

2.3.7.11 If the accident involves a cargo and/or a General Aviation aircraft with the involvement of a small number of passengers and the Emergency Medical Services Director arranges for passengers classified as green codes to be sent to the Airport First Aid Services, he will inform the Police Force in order to stop the activation of the assistance areas.

2.3.7.12 Identifies with TWR the route of the rescue vehicles between Gate "2" and the Noria area identified by the doctor on duty at the Airport First Aid Services, communicating it by radio to the Police and SEA personnel.

2.3.7.13 Following the declaration of a safe area by the fire brigade, ensures with the help of the “follow me” the shuttle of the rescue vehicles between the rendezvous point and the crash point.

2.3.7.14 Activates, if necessary, upon EOC request, the dedicated toll-free number at the EPIC of Terminal 2 by calling a first predefined group of volunteers.

2.3.7.15 Makes available to the operator the technical and instrumental supports in his possession necessary for the removal of the aircraft and urgently provides for the maintenance and restoration of any damaged manoeuvring area

2.3.7.16 Ask to the Security Coordinator to send a Sea Security responsible to Vivaldi lounge with the badges required to access the crash site and rescue area. . Only people authorized by EOC will be able to access to areas, excluding doctors, paramedics and emergency vehicles drivers. Personnel control for airside access through Vivaldi lounge will be performed by Security Agents with a manual Metal Detector

2.3.7.17 Notifies the competent ENAC and SEA structures so that they will activate the Press Centre located in the ENAC Building, planned as a rendezvous point for the press and send a representative to the EOC who will collaborate in the drafting of press releases.

2.3.7.18 Upon receipt of notification of the conclusion of the operations related to the state of accident, arranges for an extraordinary inspection of the manoeuvring area concerned informs the TWR of its practicability and restores normal operation by confirming it to the EOC.

ACTIONS UNDER THE RESPONSIBILITY OF THE AIRLINE

2.3.8 AIRLINE

2.3.8.1 It activates the “Assistance Plan for Victims and their Families” contained in the Emergency Plan for Aircraft Accidents.

2.3.8.2 The Airline Representative and/or it Handler shall notify SEA Airport Duty Manager Operations Management of the following information:

GROUP B	number of passengers transported with indication of the possible presence on board of persons with reduced mobility or handicap; number of crew members; estimated fuel on board; dangerous cargo on board (information to be made available immediately); aircraft.operator any other information deemed useful for the rescue.

2.3.8.3 Prohibits any access not expressly authorised to any information on the flight involved in the accident.

2.3.8.4 Informs ENAC Crisis Room through the pre-established availability channels providing all available information.

2.3.8.5 If deemed appropriate, requests the Airport Duty Manager by telephone to activate and convene by text message to the Epic of the volunteers of the "Mutual Support Group", composed of airport personnel appropriately trained to collaborate in post-rescue assistance activities, providing for their coordination.

2.3.8.6 Sends its own trained personnel or personnel of third party agencies identified in the Plan to the Terminal 1 areas in charge of the reception of uninjured and/or slightly injured passengers and their families, providing, with the cooperation of the Operator, assistance to them and supporting the Airport Operator in recording the personal details of all persons involved in the accident and their families.

2.3.8.7 It collaborates with the Authorities in drafting official press releases.

2.3.8.8 Attends the EOC ensuring the release of reliable and timely information.

2.3.8.9 Releases, as soon as possible, and at the latest within two hours of the notification of the occurrence of an accident, a validated list of passengers and crew on board and of all aircraft and cargo documents available and provides a copy to EOC, ANSV and where necessary, to medical units which may need the information for the treatment of victims.

2.3.8.10 It is available for any further request for cooperation and for all the needs related to the procedures in place, as well as for the first investigation and, if necessary, judicial operations.

2.3.8.11 It activates a free phone number in order to allow family members to inquire about the presence or absence of a relative on the passenger list.

2.3.8.12 Sends its own staff to the EPIC if activated.

2.3.8.13 Provides psychological support through a team of specially trained experts;

2.3.7.14 In the absence of its authorized personnel and if it is not able to intervene immediately for the removal of the aircraft from the movement area, it gives timely and formal communication to the Airport Operator present at the EOC that proceeds to activate its "recovery team".

ACTIONS UNDER THE RESPONSIBILITY OF THE EMERGENCY OPERATIONS CENTRE

2.3.9 EOC

2.3.9.1 In the event of an accident, it shall be deemed to be automatically set-up.

2.3.9.2 Coordinates and manages, in the **CRISIS ROOM**, all operational measures, once the initial rescue operations are under way, and the post-accident activities.

2.3.9.3 Enac coordinates the EOC when he presides.

2.3.9.4 The Airport Operator, while waiting for the intervention of Enac, coordinates the operations of the agencies present and cooperates with the public agencies, in respect and within the limits of the powers conferred to it and the competences of each entity involved, in order to guarantee the proper performance of the tasks assigned to them by the AEP.

2.3.9.5 The acquisition and dissemination of information, also via radio, to the Units and agencies involved for a better effectiveness of the intervention actions, are entrusted to the Airport Operator, who will also provide all the necessary logistical and organizational support

2.3.9.6 Represents the centre for collection and dissemination of information between the scene of the accident and external rescue Units and competent state, provincial and municipal Authorities.

2.3.9.7 Manages limitation requests and airport closure or parts of it, coordinating the issuance of the relevant Notam.

2.3.9.8 In the event of an accident outside the **Manoeuvring Area**, according to the level of downgrading indicated by the **Fire Brigade**, assesses the fastest way to restore air traffic and boarding operations.

2.3.9.9 If the airline is not able to intervene immediately with its staff for the removal of the aircraft from the movement area, the Airport Operator activates its "recovery team".

2.3.9.10 Ensures that **Airline** personnel involved and the **Airport Operator** draw up the list of hospitalised passengers and unharmed passengers assisted in the **Survivor Reception Centre**.

2.3.9.11 Activates, if deemed necessary, SIPEM (Italian Society of Emergency Psychologists) for the psychological intervention and for the support at the assistance areas and for the Epic toll-free number.

2.3.9.12 After having received confirmation of removal of the crashed aircraft it verifies the practicability of the **Manoeuvring Area**, if the accident occurred in this area, with an extraordinary inspection.

2.3.9.13 After confirmation of the end of all operations, the **EOC** restores airport operations, notifying the **Control Tower** for full and normal resumption of air traffic.

THE SUMMARY OUTLINE OF THE ACTIONS OF THE INDIVIDUAL PERSONS, BEFORE THE PHYSICAL CONSTITUTION OF THE EOC, IS GIVEN IN APPENDIX 1.

3 ANNEXES

AIRPORT GRID MAPS

ANNEX A1 – AIRPORT PERIMETER
A1bis - AIRPORT BOUNDARY TERRITORY

(Attached to Ordinance N°1/2023)

ANNEX B - RADIO NAMES ASSIGNED

The radio names on the frequency 440.750 MHz or 445.775 MHz to be used exclusively for access to the manoeuvring area are divided as follows:

A) names belonging to sectors or Agencies that for reasons of service or related to the specific activity carried out in this area may always require access;

B) names belonging to sectors or Agencies that can only have access to this area in a state of emergency or accident.

Type A names are assigned to the following agencies or companies:

ENAC	*DELTA*
SEA	*SIERRA (Airport Duty Manager-Operations Management)*
	MIKE (Pavements & Airfield Infrastructures)
	ECHO (Airfield Electrical Systems)
	SECURITY
	FOLLOW-ME
FIRE BRIGADE	*FIRE BRIGADE*
	FIRE BRIGADE 0 (Operations Room)
	FIRE BRIGADE 1 (ROS)
TECHNO SKY	TECHNO SKY
ENAV	ENAV
INTEGRATED RAMP SERVICES	OSCAR
EMERGENCY OPERATIONS CENTRE	EOC

The above mentioned names are authorized by ENAC to issue the practicability of the manoeuvring area involved

Type B names are assigned to the following agencies or companies:

POLARIA	*POLICE*
	POLICE 53 (Operations Room)
FINANCE POLICE	*FINANCE*
CARABINIERI	*CARABINIERI*
AIRPORT FIRST AID SERVICES	*DOCTOR*
AIRPORT HEALTH OFFICE *(USMAF-SASN)*	*HEALTH*

ANNEX C -
MEDIA RELATIONS AND ASSISTANCE TO RELATIVES

In the event of an aircraft accident at Malpensa airport or to aircraft in flight to/from Malpensa, the following procedures shall be implemented with regard to assistance to relatives and relations with the press.

As soon as the accident is reported, the Airport Duty Manager will inform a Public Affairs and External Communication manager and activate the two planned accommodation facilities:

- for journalists the ENAC Meeting Room located at the ENAC Building near Terminal 1
- for family members the Friends and Relatives Reception Centre located at Malpensa Centre on the arrival area ground floor of Terminal 1

The police forces, assisted by Sea Security and Customer Care operators, will provide to direct those who will be entitled to the two structures.

Public Affairs and External Communication will distribute press accreditation badges without which no activity will be allowed at the airport.

Public Affairs and External Communication will distribute the official press releases provided exclusively by the Emergency Operations Centre; they will also provide the same releases to the switchboards or telephone numbers specifically activated by Sea Airport Duty Manager - Operations Management. It is also necessary to prepare an information notice to which Customer Care operators must adhere for the release of any information through the call centre and the information points of Terminal 1.

The service, in accordance with the EOC's instructions, will also provide social media management (twitter and facebook) to inform relevant audiences.

The toll-free number of the Epic, activated on the order of the EOC, is reserved for the families of victims and can be reached at the following numbers:

from Italy 800 900 638

from abroad 800 70 71 72 73

ANNEX D -
WEEKLY TAM TAM CHECK PROCEDURE

The check will take place every Tuesday, at approximately 4.00 p.m. or at times compatible with the needs of air traffic.

SEA, through the Airport Duty Manager or his delegate, communicates to all Agencies connected with the Remote Alarm-Remote Alert system the beginning of the test procedure. The Airport Duty Manager shall explicitly inform that for the duration of the TAM TAM system tests all concerned operators shall remain in radio listening ON THE TWR FREQUENCY (445.775 MHz).

SEA, through the Airport Duty Manager or his delegate, activates a Category entry and a state of alert (alternatively Alert, Emergency or Accident).

ALL THE AGENCIES quickly acquire the activated category or state.

THE STATE POLICE, activates a state of alert (alternatively Alert for terrorist act in progress or accident for terrorist act in progress).

ALL AGENCIES quickly acquire the activated state.

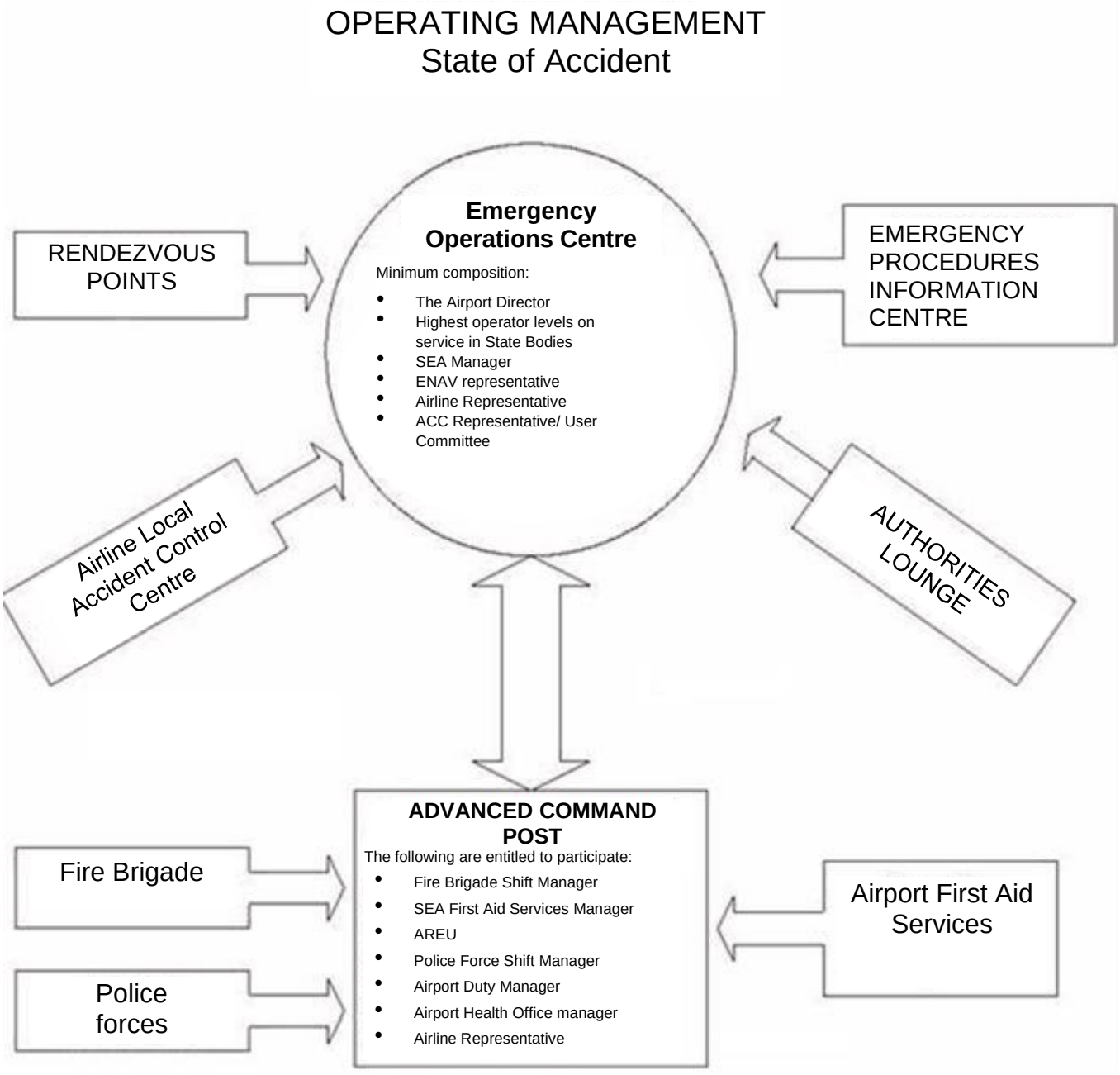
SEA, through the Airport Duty Manager or his delegate, communicates to all Agencies connected with the Remote Alarm-Remote Alert system the end of the test procedure.

All test operations are carried out in collaboration and under the supervision of SEA “Maintenance Field Operations”.

During the test operations all connected agencies must be tuned to the TWR frequency (445.775 MHz).

IN CASE, DURING THE TEST OPERATION, IT’S NECESSARY TO ACTUALLY ACTIVATE ONE OF THE STATES OF ALERT PROVIDED, THE TOWER WILL GIVE THE COMMUNICATION BY RADIO ON THE TWR FREQUENCY (445.775 MHZ).

ANNEX E - THE CHAIN OF COMMAND



ANNEX F - EOC EQUIPMENT

The room is equipped with:

- 10 telephones that can call outwards answering to numbers:
  - 02 748 67724 – Enac;
  - 02 748 67721 - SEA Airport Duty Manager Operations Management.
  - 02 748 67722 – Airline and AOC/ User Committee representatives.
  - 02 748 67723 – Police representatives.
  - 02 748 67725 – Carabinieri representatives.
  - 02 748 67727 – Customs and Tax Police representatives.
  - 02 748 67728 – ENAV representative.
  - 02 748 67716 - Fire Brigade
  - 02 748 60126 - 118 – Airport First Aid Services
  - 02 748 67726 – Airport Health Office
- fax n. 02 748 67020;
- 1 fixed radio with TWR frequency
- 1 fixed radio with Emer35 frequency.
- portable radios with TWR and Emer35 frequency
- Portable radios with SEA frequencies
- 4 PCs;
- 1 photocopier.
- PC with connection for viewing the cameras connected to the ACP used by the Police in case of activation of the Leonardo da Vinci Plan
- PC with both Terminal and Airside camera system
- Easy Meeting platform for video conferencing
- Webex platform for video conferencing
- Skype for Business platform for video conferencing
- hard copy of the AEP
- grid maps

The periodic verification of the efficiency of the EOC equipment are the responsibility of the of the Malpensa AOCC (Airport Operations Control Centre) personnel.

ANNEX G - ACP EQUIPMENT

1 remote control
1 radio with TWR frequency
1 radio with EMER 35 frequency
1 aeronautical radio frequency reception only
1 anemometer
1 220 V current generator
1 PC
1 thermal imaging camera
1 luminous cylinder for ROS night localization
2 self-contained breathing apparatus with mask
Signal cones
Grid maps

The Airport Fire Brigade Department is responsible for the periodic verification of the efficiency of the equipment.

Characteristics

The characteristics of this unit are as follows:

- it is a mobile structure that is easy to install in the area concerned;
- it serves as direction, coordination and communication centre for major air accidents;
- it is positioned with respect to ground conditions and wind direction and adjacent to the area of the accident.

Operating modes

The chain of command is established as indicated below:

From the occurrence of the accident to the securing of the area, command of operations is entrusted to the ROS of the Fire Brigade.
It is the task of the Airport First Aid Services to coordinate the initial TRIAGE operations on the people involved, until the arrival of AREU which will take charge of the subsequent health management of the rescue.
The coordination of the resources available for the assistance provided by the Airport Operator as well as communication with the EOC, is entrusted to the Airport Operator's representative on site who will act as an interlocutor for the implementation of the indications received.

ANNEX H - TELEPHONE DIRECTORY

AIRPORT AGENCIES						
AGENCY	**IN CHARGE**	**EXTERNAL NETWORK T1**	**EXTERNAL NETWORK T2**	**INTERNAL NETWORK T1**	**INTERNAL NETWORK T2**	**E-MAIL**
POLARIA	SWITCHBOARD	02 58584511				Frontpolaria.malpensa.va@pecps.poliziadistato.it Polariamalpensa.va@poliziadistato .it
	Emergency Operations Room			80112	80112	
	Operations Room	02 58584516-17		67552/3		
FLIGHT TEAM	SWITCHBOARD		02 58586101-02	64709		2repavolo.mi@poliziadistato.it
			0331 798185	64702		
CUSTOMS DEPARTMENT				67754/3 arrivals		dogane.malpensa.verifiche.viaggiatori@adm.gov.it
				67613/68791 departures		
FINANCE POLICE	0331 230522 Coordination Room		0331 796394 Switchboard	0331-230115 Barracks		va1480027@gdf.it
	Opening 5				67625	
	Opening 2				64725	
CARABINIERI					64706 Barracks Captains	stva125480@carabinieri.it
			02 58583439 barracks	67641/2/3/4 arrivals	64705 barracks	
VETERINARY			02 58583410	02 58583420 fax		
AIRPORT HEALTH OFFICE (USMAF_SASN)	Direc. USMAF T2 Mon-Fri 9.00am - 12.00am / 2.30pm - 3.30pm		06-59944793 02-58583411 fax 02-58583461		68524-68376 dect	usma.varese@sanita.it
	USMAF Technical office Cargo City Saturday 8.30am-12.00am Mon-Fri 9.00am - 12.00am / 2.30pm - 3.30pm	06-59944797 02-58581055 02-58581344 fax				
	Availability outside the above days and	335-6529906				

	times and in case of accident					

AGENCY	IN CHARGE	EXTERNAL NETWORK T1	EXTERNAL NETWORK T2	INTERNAL NETWORK T1	INTERNAL NETWORK T2	E-MAIL
FIRE BRIGADE	Operations room Headquarters	02-74861300 0331-793431 02-74861330 fax		61300		VVF.MXP1@seamilano.eu
	Terminal 1	02-74861301 02-74861370 fax		61301 61370 fax		
	Terminal 2		02-74861302 02-74861330 fax	61302 61330		VVF.MXP2@seamilano.eu
	Ros 335-8416080		Flight Department 0331-241653 0331-726178	Provincial Command Varese 0332-293511 Fax 0332-282222		
FOREST POLICE			02 58587195	02 58583389 fax	64871	
ENAV-C.A Malpensa	DIRECTOR		02 58579400			
	SECRETARY'S OFFICE		02 58579405			
	Operations Room Supervisor / TWR		02 58579450/451			
	Security Office		02 58579404			
	Operations Office/ Deputy		0258579402			
	METEO		02 58580456			
AERONAUTICA MILITARE			0331 793541			
ENAC - D.A.	Director	02 74867701				malpensa.apt@enac.gov.it
	Secretary's office	02 74867702				

SEA

AGENCY	IN CHARGE	EXTERNAL NETWORK T1	EXTERNAL NETWORK T2	INTERNAL NETWORK T1	INTERNAL NETWORK T2	E-MAIL
AIRPORT FIRST AID SERVICES		02 74864444		64444 62408	4444 – 64447	
MAINTENANCE ENGEERING & CENTRALIZ.OPS (MECO)			02 74864359		64359	
	SECRETARY'S OFFICE		02 74864400		64400	

MAINTENANCE CONTOL ROOM		02 74863450		63450		
		02 74863451		63451		68386
HUMAN RESOURCES & ORGANIZATION			02 74863341		63341	
	SECRETARY'S OFFICE		0274863287		63287	

AGENCY	IN CHARGE	EXTERNAL NETWORK T1	EXTERNAL NETWORK T2	INTERNAL NETWORK T1	INTERNAL NETWORK T2	E-MAIL
AIRPORT OPERATIONS CONTROL CENTER	AIRPORT DUTY MANAGER	02 74862313 02 74862311 02 74867020 fax		62313 62311 67020 fax		rst@seamilano.eu
	SECRETARY'S OFFICE		02 74865402		65402	
AIRPORT SECURITY		02 74863125		63125		
	CONTROL ROOM	02 74862999	02 74868756	62998/99	68756	
PUBLIC AFFAIRS & EXT COMM.		02 74852347		2347 LIN		

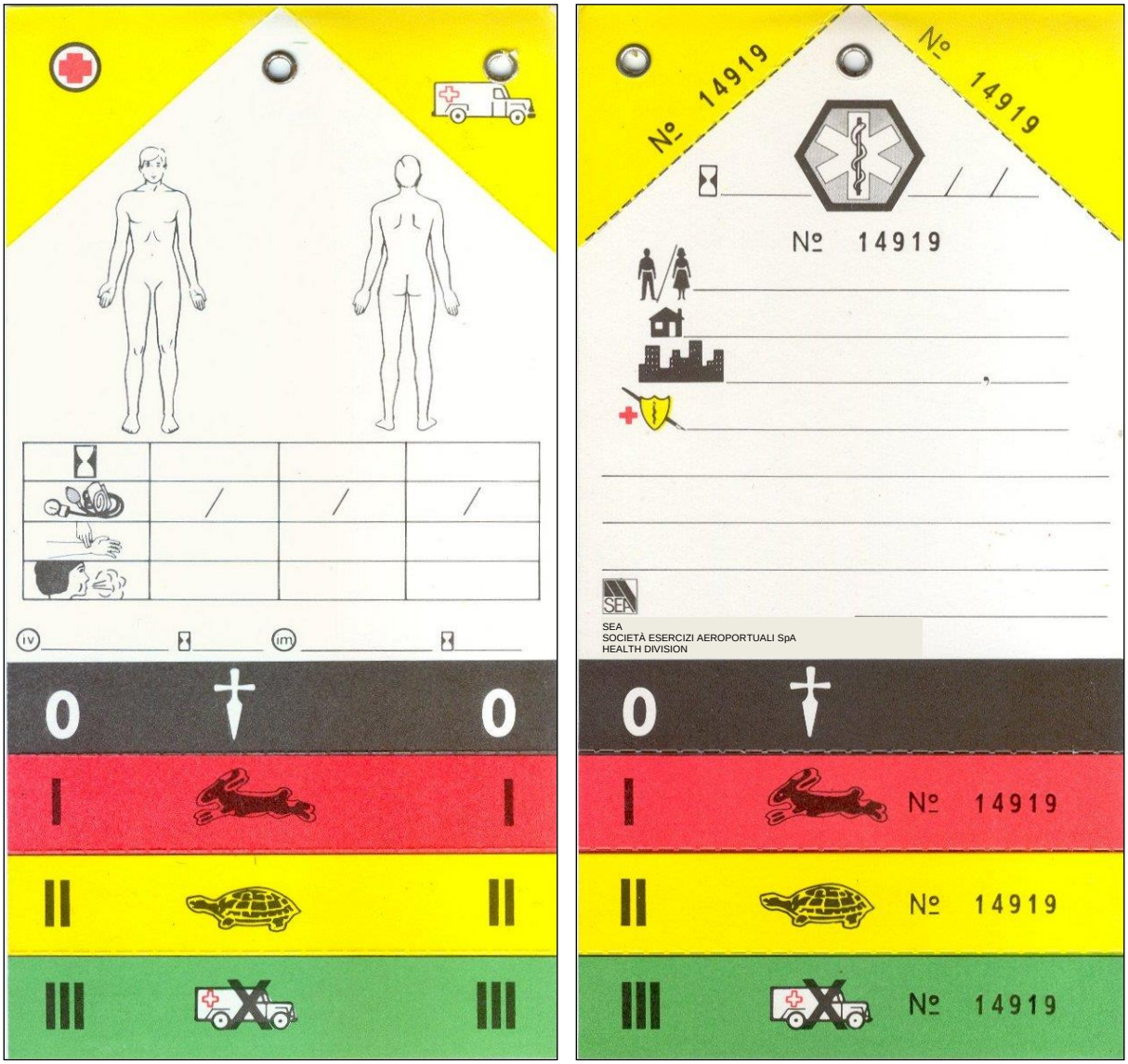
EXTERNAL ENTITIES

PREFECTURE OF VARESE	0332 801111
QUESTURA	0332 801111
CARABINIERI GALLARATE	0331 790733
COMMISSARIATO GALLARATE	0331 712911
PREFECTURE/COURT	0331 793364
LOMBARDY REGION	02 6765-1
R.A.I. Switchboard	02 3888
MUNICIPALITIES	
SOMMA LOMBARDO	0331 989011
FERNO	0331 726175
LONATE	0331 303511
CARDANO	0331 266211
CASORATE	0331 295052
SAMARATE	0331 220260
VIZZOLA	0331 230819
BUSTO	0331 390111
GALLARATE	0331 754111

SEA S.p.A. will be responsible for updating the telephone number list.

The complete list of emergency contacts of handlers and carriers are available to the Airport Duty Manager in paper format in the AOCC Sea Control Room and in electronic format in the company Intranet in the dedicated section of AOCC Malpensa.

ANNEX I - MET TAG



ANNEX L - AIRPORT FIRST AID SERVICES - INTANGIBLE SUPPLIES

	HEALTH CARE backpack MXP No.2-Cart1	Malpensa
	EXTERNAL	
	Upper pocket	
	Oximeter	**1**
	Sphygmomanometer	**1**
	Adult bracelet	**1**
	Pediatric bracelet	**1**
	Phonendoscope	**1**
	Sterile gauze packs	**5**
	Sharp tools container	**1**
	Waste bag	**1**
	EXTERNAL	
	Lower pocket	
	Water Jel cm.10x10	**1**
	Water Jel cm.30.5x40.5	**1**
	Thoracocentesis kit	**2**
	INTERNAL	
Orange liquid bag	Ringer Lactate bag 500 ml	**1**
	Saline solution bag 500 ml	**1**
	Glucose 5% bag 100 ml	**1**
	Saline solution bag 100 ml	**1**
	Normal Defluxors	**3**
	Microdrop defluxors	**1**
	Tap	**1**
Red intubation bag	Endotracheal tubes Ø 5 stenosis	**1**
	Endotracheal tubes Ø 6.5	**1**
	Endotracheal tubes Ø 7	**1**
	Endotracheal tubes Ø 7.5	**1**
	Corrugated tube	**1**
	Laryngoscope	**1**
	Long blade	**1**
	Medium blade	**1**
	Short blade	**1**
	Syringe 20 ml	**1**
	Spindle L	**1**
	Spindle M	**1**
	Magyll pliers adult	**1**
	Lubricating gel	**1**
Yellow red bag: material	Insulin syringes	**2**

	Syringes 2.5 ml	**2**
	Syringes 5 ml	**2**
	Syringes 10 ml	**2**
	Syringes 20 ml	**2**
	Cannula needles 22 G	**2**
	Cannula needles 20 G	**2**
	Cannula needles 18 G	**2**
	Cannula needles 16 G	**2**
	Cannula needles 14 G	**2**
	Glucometer	**1**
	Blood glucose sensors	**5**
	Lancets	**5**
	Tap	**2**
	Disinfectant wipes	**5**
	Tourniquet	**2**
	Plaster 2.5 cm	**1**
	Self-retracting blindfold	**1**
Yellow red bag: medicines	Distilled water 10 cc	**8 vials**
	Actrapid	**1 vial**
	Adalat tablet sl 10mg	**1 bottle**
	Adrenaline 1 mg/ 1 ml	**5 vials**
	Aminomal 240 mg	**1 vial**
	Anexate f 0.5 mg	**1 vial**
	Ansiolin gtt	**1 bottle**
	Atropine 0.5 mg	**8 vials**
	Bicarbonate 100 ml	**1 bottle**
	Buscopan 20 mg	**1 vial**
	Calcium Chloride 10 ml	**2 vials**
	Cardioaspirin 100 mg tablet	**1 blister**
	Carvasin 5 mg	**1 blister**
	Catapresan f 150 mcg	**1 vials**
	Cordarone f 150 mg (amiodar)	**3 vials**
	Diprivan 10mg/ 20 ml (propofol)	**1 bottle**
	Effortil f 10 mg	**2 vials**
	Effortil gtt	**1 bottle**
	Eparina Calcica 5000 UI	**1 bottle**
	Esmeron 100 mg /norcuron)	**1 bottle**
	Farganesse 50 mg	**1 vial**
	Farmotal 500 mg (pentothal)	**2 bottle**
	Saline solution 10 cc	**8 vials**
	Flebocortid 1 g	**1 bottle**
	Flectadol 500 mg	**1 bottle**
	Glucose 33%	**3 vials**
	Inderal 5 mg	**1 vial**
	Ipnovel f 15 mg (midazolam)	**2 vials**
	Ipnovel f 5 mg (midazolam)	**1 vial**
	Isoptin f 5 mg	**2 vials**
	Lasix 20 mg	**5 vials**
	Lixidol 30 mg	**3 vials**
	Magnesium Sulfate 10 ml	**2 vials**

	Midarine 100mg	**1 vial**
	Narcan f 0.4 mg	**2 vials**
	Natispray 0.3 mg/dose	**1 bottle**
	Norcuron 10 mg	**1 bottle**
	Oxivent spray	**1 bottle**
	Pentothal 1 g	
	Perganit 50mg/50 ml (nitroglycerin)	**1 bottle**
	Plasil 10 mg	**1 vial**
	Revivan f 200 mg (dopamine)	**2 vials**
	Seloken f 5 mg (tenormn)	**1 vial**
	Sintodian 10 ml/2.5 mg	**1 bottle**
	Solumedrol 1000 mg	**2 bottle**
	Tenormin f 5 mg	**1 vial**
	Urbason f 40 mg	**1 bottle**
	Valium 10 mg	**3 vials**
	Ventolin f 0.5 mg	**1 vial**
	Ventolin spray 0.1 mg/dose	**1 bottle**
	Xylocaine 2% 50 ml	**1 bottle**
	Zantac 50 mg (Ranidil 50mg)	**1 vial**
Narcotics	Fentanest 0.1 mg/ 2ml	**6 vials**
	Morphine 10 mg/1 ml	**3 vials**
	Ketanest 50mg/2 ml	**3 vials**

Blue bag: ventilation	Cannulas OF 3	**1**
	Cannulas OF 4	**1**
	Cannulas NF 6	**1**
	Cannulas NF 7	**1**
	Cannulas NF 8	**1**
	Yankauer Cannula	**1**
	O_2 mask adults	**1**
	O_2 mask for aerosol adults	**1**
	Adult self-expanding balloon with reservoir	**1**
	Masks no. 3	**1**
	Masks no. 4	**1**
	Peep valve 20 cm H_2O	**1**
	Antibacterial filter	**1**
Green bag: children	Endotracheal tubes Ø 2	**1**
	Endotracheal tubes Ø 2.5	**1**
	Endotracheal tubes Ø 3	**1**
	Endotracheal tubes Ø 3.5	**1**
	Endotracheal tubes Ø 4	**1**
	Endotracheal tubes Ø 4.5	**1**
	Endotracheal tubes Ø 5	**1**
	Endotracheal tubes Ø 5.5	**1**
	Laryngoscope handle	**1**
	Miller Blade 00	**1**
	Mc Intosh Blade 0	**1**
	Pediatric Blade 0	**1**
	Pediatric Blade 01	**1**

	Syringe 5 ml	**1**
	Lubricant	**1**
	Pediatric spindle	**1**
	Pediatric self-expanding balloon with reservoir	**1**
	Masks no. 1	**1**
	Masks no. 2	**1**
	Cannulas OF 00	**1**
	Cannulas OF 0	**1**
	Cannulas OF 1	**1**
	Corrugated tube	**1**
	Antibacterial filter	**1**
	Pediatric O_2 mask	**1**
	Pediatric O_2 aerosol mask	**1**
	Pediatric Quick Combo	**1**
	Cannula needles 24 G	**1**
	Birth Clamp	**1**
	Measuring tape for children	**1**
	Children table for drugs/medical devices	**1**
Upper front pocket		
	Non-sterile spy	**2**
	Spy fittings	**2**
	SNG	**1**
	Dosing syringe	**1**
	Collection bag	**2**
Lower front pocket	Sterile gloves 6	**1**
	Sterile gloves 6.5	**1**
	Sterile gloves 7	**1**
	Sterile gloves 7.5	**1**
	Sterile gloves 8	**1**

	RIGHT SIDE	
Top transparent pocket	Squeezer	**1**
	Para band	**1**
Lower transparent pocket	Minitrack	**1**
	Disposable scalpel	**2**
	Sterile TNT sheet	**1**
	INTERNAL	
Upper pocket	Thermal sheets	**3**
	Tourniquet	**1**
	Amputated parts bags	**2**
	Triage cards	
	Robin scissors	**1**
Lower pocket	Quick infusion set	**1**
	Quick infusion set from peripheral	**1**
	CVC 14 G	**2**
	LEFT SIDE	
Long black left pocket	Bronchoaspiration probes 8	**2**
	Bronchoaspiration probes 12	**2**

	Bronchoaspiration probes 14	**2**
Long black right pocket	Heimlich Valve	**2**
	Adult multi-size cervical collar size L and M	**1+1**
Bilaterally	Paediatric multi-size cervical collar	**1**

MALPENSA AIRPORT
CART No.1

q.ty	material description
2	Ferno FW65 scoop stretcher complete with straps
10	Spinal stretchers complete with straps
3	Toboggan stretchers complete with straps and floats
5	Oxygen cylinders with AFNOR fittings
15	Medical backpacks
1	Ferno Kit for burn victims
10	Boxes of 2 bags of 5-liter saline solution
4	DEVILBISS broncoaspirators
2	Helicopter lifting straps
3	KED extractors
1	Work lamp
10	Backpacks with suction kit
2	Megaphones
1	Anti-shock pants
10	Fixo Splint leg splints
10	Fixo Splint arm splints
5	Femur traction/immobilization system
3	OXYLOG 3000 PLUS ventilators
3	Ferno cases with 80 metal splints
1	Nitrile gloves size M
1	Nitrile gloves size L
1	Box of 50 disposable paper masks

MALPENSA AIRPORT
CART No. 2

q.ty	Material description
3	Toboggan stretchers complete with straps and floats
24	Ferno FW65 scoop stretcher complete with straps
5	Iser therapeutic oxygen cylinders 7 liters with flowmeter
22	Universal IV pole
95	Body bags
1	Box of 50 disposable paper masks
1	Nitrile gloves size M
1	Nitrile gloves size L
24	Set of 3 Cervi Flex collars in sizes S-M-L
2	Forearm splints
4	Arm splints
5	Arm splints Fixo Splint
3	Adult leg splints
2	Pediatric leg splints
5	Leg splints Fixo Splint
1	Neck collars
4	6-piece packs of expired trauma burn masks
5	Trauma burn pack, size 147x213 cm
14	Boxes of 2 bags of 5-liter saline solution

MALPENSA AIRPORT
CART No.3

q.ty	Material description
10	Folding military-type stretchers complete with straps
5	Iser therapeutic oxygen cylinders 7 liters with flowmeter
1	Cart foot key
28	Shell-type depressurized mattresses complete with pumps and sealant
18	Universal IV pole
1	Lamp
1	Nitrile gloves size M
1	Nitrile gloves size L
6	Trauma burn pack, size 147x213 cm
12	Boxes with 2 bags of 5-liter saline solution
1	Box of 50 disposable paper masks
20	Stackable stretchers
1	Pack of 40 straps

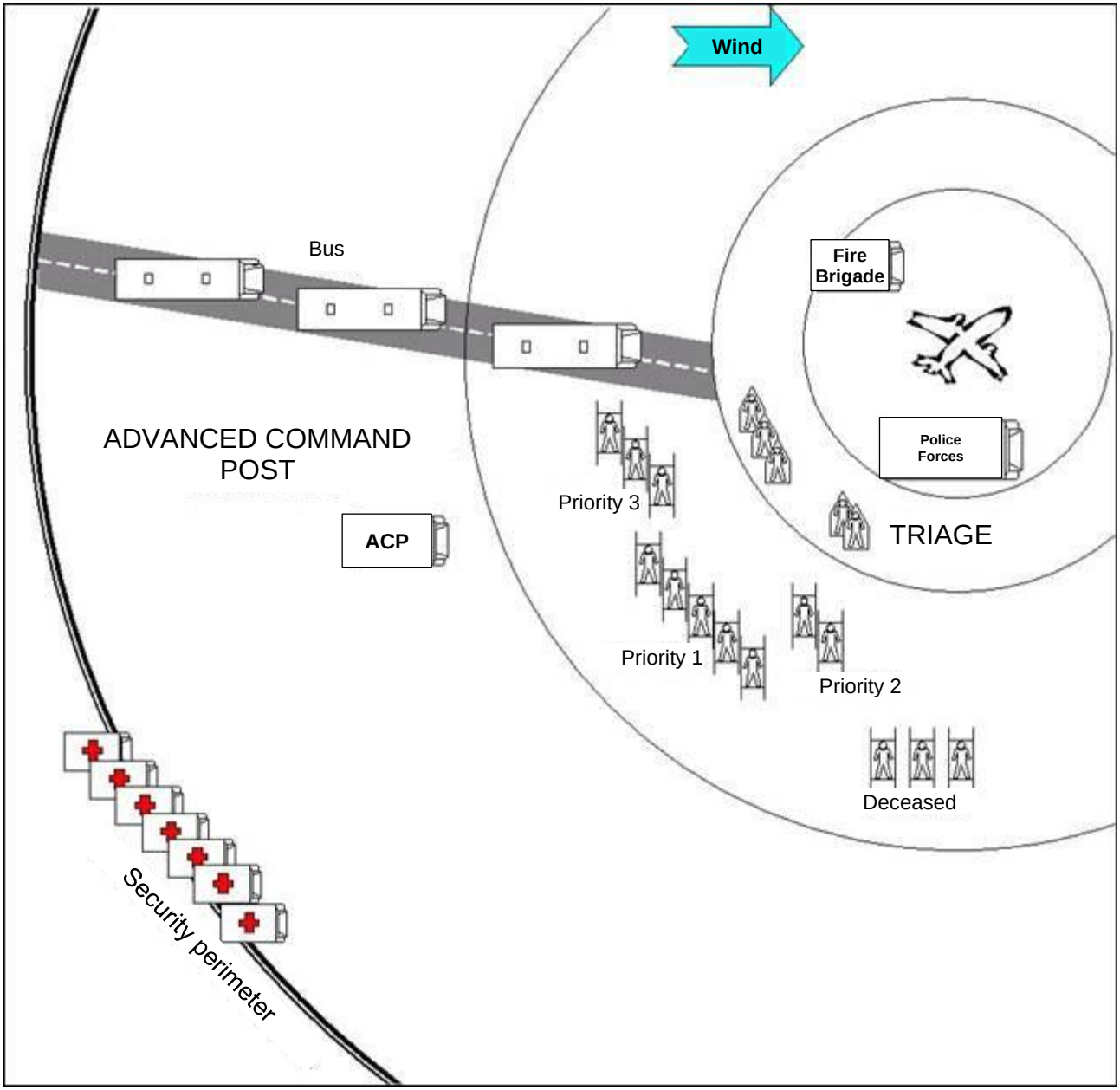
MALPENSA AIRPORT
CART No.4

q.ty	Material description
24	Ferno FW65 scoop stretchers complete with straps
3	Slide stretchers complete with straps and floats
5	Iser therapeutic oxygen cylinders 7 liters
1	Cart foot key
2	Minerva collars
1	Work lamp
44	Universal IV pole
100	Body bags
1	Box of 50 disposable paper masks
1	Nitrile gloves size S
1	Nitrile gloves size M
1	Nitrile gloves size L
24	Set of 3 Cervi Flex collars in sizes S-M-L
3	Set of lifting straps for helicopter use
5	Fixo Splin adult leg splint
5	Fixo Splin child leg splint
2	Arm splint
2	Leg splint
2	Child leg splint
5	Trauma burn pack, size 147x213 cm
12	Boxes with 2 bags of 5-liter saline solution

MALPENSA AIRPORT
CART No.5

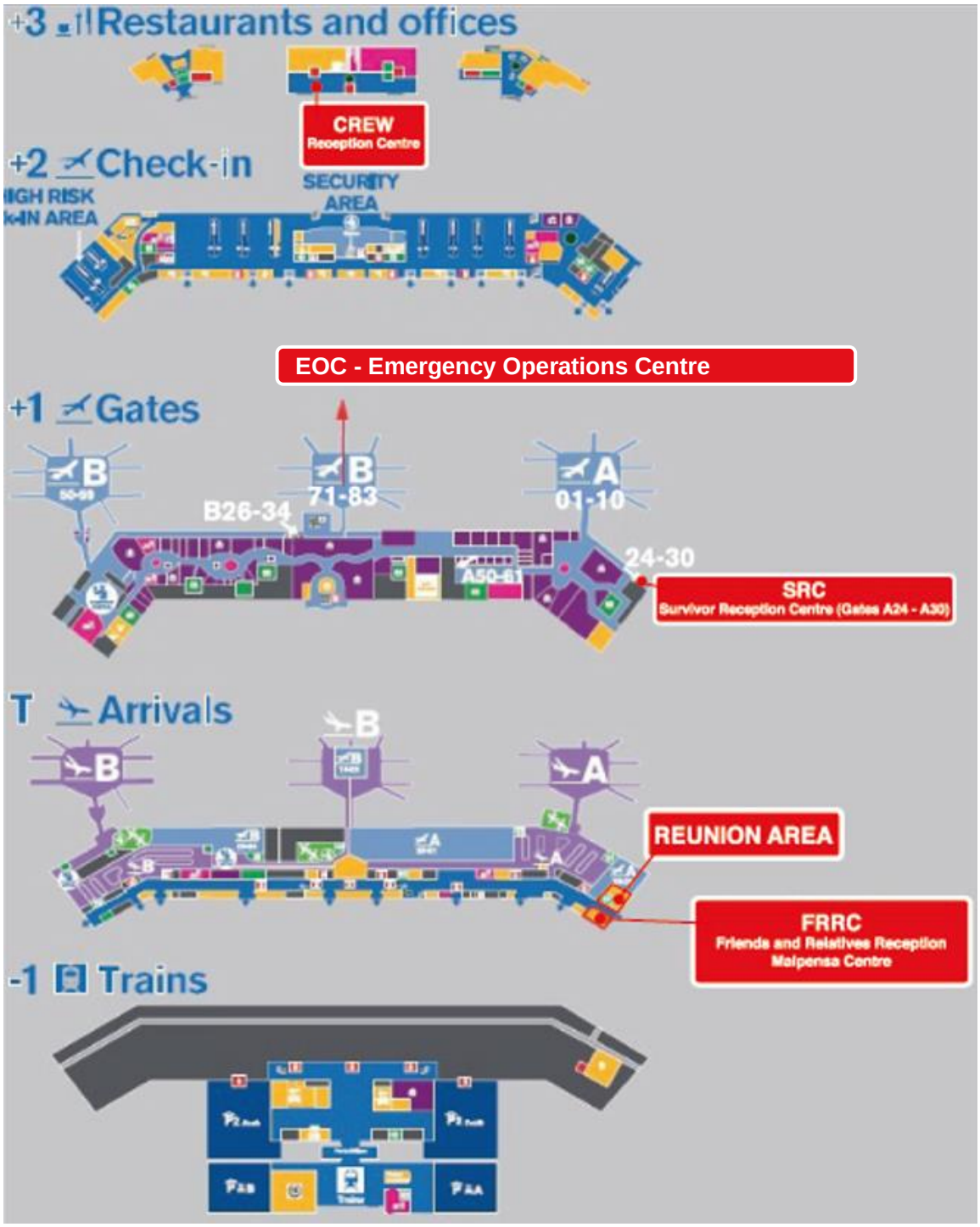
q.ty	Material description
10	Ferno FW65 scoop stretchers complete with straps
30	Stackable field stretchers complete with straps
2	Slide stretchers complete with straps and floats
2	Helicopter lifting straps set
5	Manometers for therapeutic oxygen cylinders
5	Iser therapy oxygen cylinders of 7 liters
1	Pack of metal strips
30	Boxes with 2 bags of 5 liter saline solution
1	Nitrile gloves size M
1	Nitrile gloves size L
1	Box of 50 disposable paper masks

ANNEX M - TRIAGE AREA MODEL

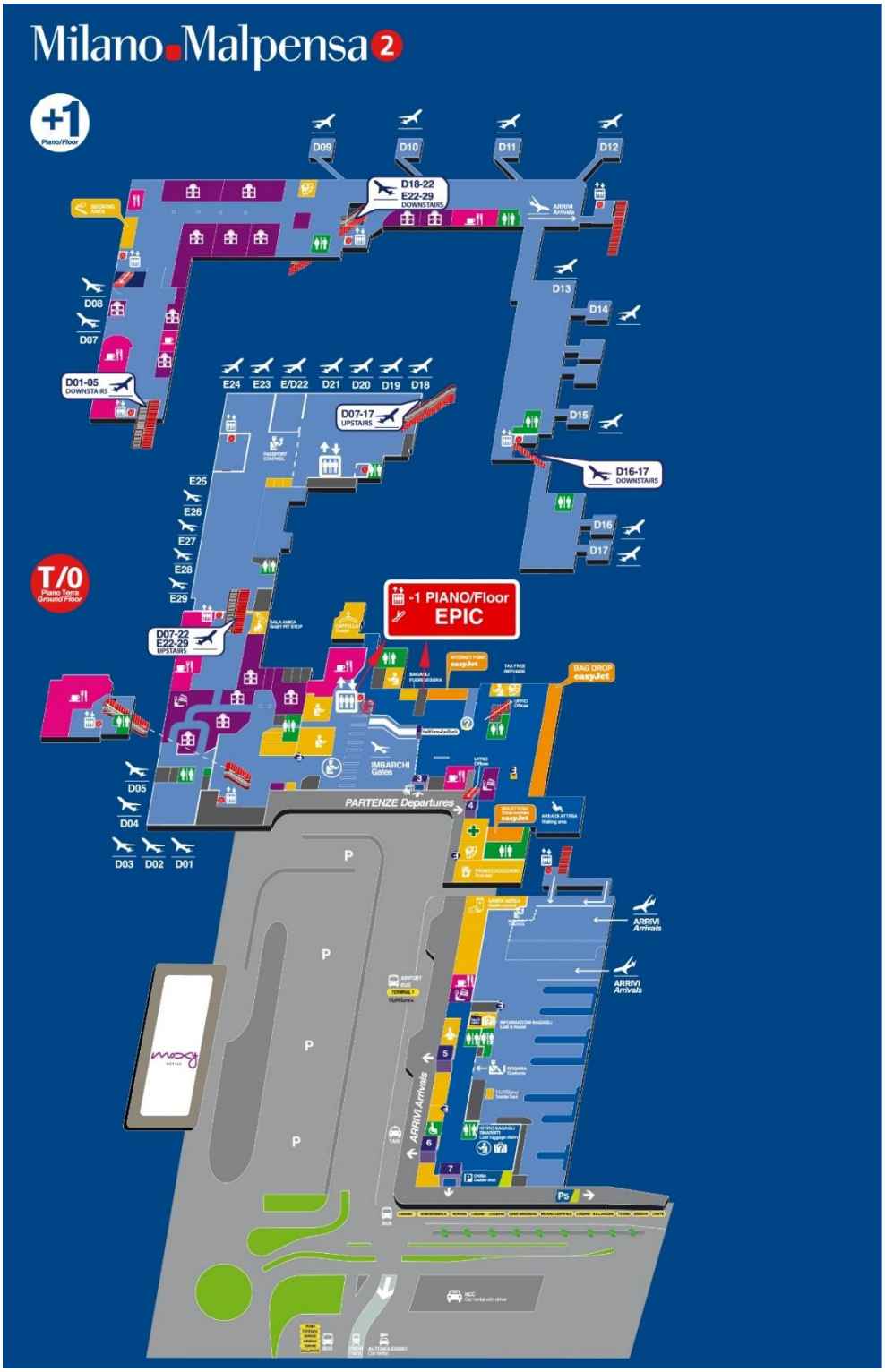


ANNEX N - MAPS AND CONTACTS OF EMERGENCY MANAGEMENT FACILITIES

TERMINAL 1: EOC, SURVIVOR RECEPTION CENTRE, FRIENDS AND RELATIVES RECEPTION CENTRE, REUNION AREA AND CREW RECEPTION CENTRE



TERMINAL 2: EPIC



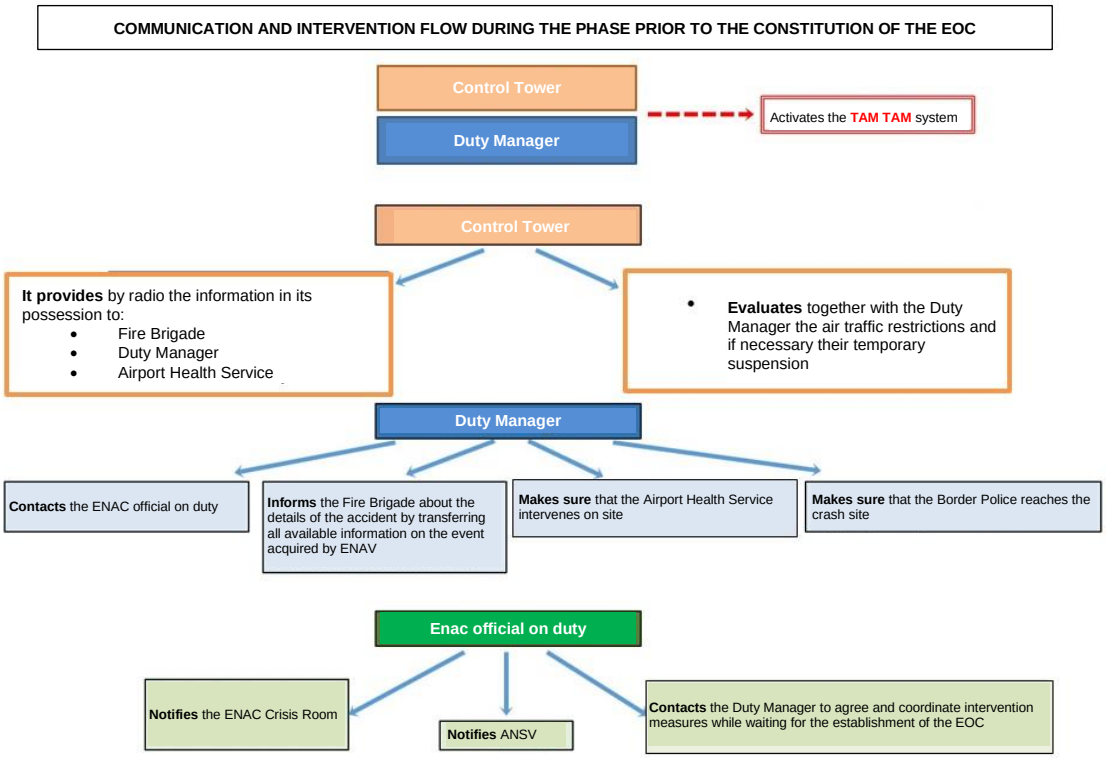
MALPENSA EMERGENCY FACILITIES

EMERGENCY FACILITY	LOCATION	TELEPHONE
Survivor Reception Centre (SRC)	TERMINAL 1 – Gates A24.-A30	**A24** 02-74862528 **A25** 02-74862486-87 **A26** 02-74862713 **A27** 02-74862709-10 **A28** 02-74862707-08 **A29** 02-74862703-04 **A30** 02-74862715
Crew Reception Centre	TERMINAL 1 Meeting Room Sea Operations	
Family and Friends Reception Centre (FRCC)	TERMINAL 1 – Malpensa Centre	02-74863284 02-74863285 02-74863286 02-74863288
Reunion Area	TERMINAL 1 Albinoni/Vivaldi Lounges	**Albinoni** 02-74862388 **Vivaldi** 02-74862386
Airport Operations Control Centre (AOCC)	TERMINAL 1 Satellite B 4° Floor	Sea Airport Duty Manager 02-74862313
EOC	TERMINAL 1 Satellite B 3rd Floor	**Enac** 02 748 67724 **Airport Duty Manager** 02 748 67721 **AOC** 02 748 67722 **Police** 02 748 67723 **Carabinieri** 02 748 67725 **Customs Finance Police** 02 748 67727 **Enav** 02 748 67728 **Fire Brigade** 02 748 67716 **AREU Airport First Aid Services** 02 748 60126 **Airport Health Office (USMAF-SASN)** 02 748 67726 e mail: milanomxp-salacrisi@seamilano.eu

EPIC TERMINAL 2	FREE-TOLL NUMBER 800 900 638 (from Italy) 00 800 70717273 (from abroad)	e mail: epic@seamilano.eu
	TELEPHONE	**FAX**
Epic Authority Lounge	02-74864371 02-74864372 02-74864373	02-74860248
Epic Carrier Room **Airline Local Accident Control Centre (LACC)**	02-74864341-42-43-44-45	02-74860251
Epic Secretary's Office	02-74864361-62-63	02-74860249-50
TEC Telephone Enquiry Centre Person in charge	02-74864351-52-53-54	02-74860252
TEC Telephone Enquiry Centre Coordinator	02-74864331 02-74864332 02-74864333	

APPENDIX 1

COMMUNICATION AND INTERVENTION FLOW DURING THE PHASE PRIOR TO THE CONSTITUTION OF THE EOC



APPENDIX 2
STATE OF ALERT: MAIN ACTIONS

STATE OF ALERT

CONTROL TOWER	Activates the state of Alert via the Tam Tam Provides the Fire Brigade with Group A information via radio
FIRE BRIGADE	They acquire group A information from TWR and group B information from the Airport Duty Manager via radio. At the Captain's request, if required, they will send a vehicle for visual assistance
SEA AIRPORT DUTY MANAGER	They contact the concerned carrier to collect Group B information and transmit it by radio to Fire Brigade, TWR, Airport First Aid Services, Public Order Services Informs by phone the Enac AD contact person
AIRLINE	Provides the Airport Duty Manager with Group B information

STATE OF ALERT CLOSING

CONTROL TOWER	After hearing the Captain, the ROS and the Airport Duty Manager it notifies through Tam Tam the end of the State of Alert

APPENDIX 3
STATE OF EMERGENCY: MAIN ACTIONS

STATE OF EMERGENCY	
CONTROL TOWER	Activates the State of Emergency via the Tam Tam. Provides the Fire Brigade with Group A information via radio.
FIRE BRIGADE	They deploy vehicles and personnel in the movement areas functional to emergency management. They acquire group A information from TWR and group B information from the Airport Duty Manager via radio.
SEA AIRPORT DUTY MANAGER	They contact the affected carrier to collect Group B information and transmit it by radio to Fire Brigade, TWR, Airport First Aid Services, Border Police Operations Centre. Informs by phone the Enac AD contact person, the Operations Manager and Public Affairs and External Communication.
ENAC AD	Informs ANSV and Enac Crisis Room
AIRPORT FIRST AID SERVICES	Deploys its vehicles at the Rendezvous Point and listens on the radio. Activates AREU
BORDER POLICE	Notifies the 2nd Air Unit and its superiors of the event
AIRLINE	Provides the Airport Duty Manager with Group B information

STATE OF EMERGENCY CLOSING	
CONTROL TOWER	After hearing the Captain, the ROS and the Airport Duty Manager it notifies through Tam Tam the end of the State of Emergency

APPENDIX 4
STATE OF ACCIDENT: MAIN ACTIONS

STATE OF ACCIDENT	
CONTROL TOWER	Activates the State of Accident via the Tam Tam. Provides the Fire Brigade with group A information (time of accident, grid map coordinates, aircraft type) by radio. Informs Enac Crisis Room.
FIRE BRIGADE	Intervenes going to the scene of the accident according to the grid map coordinates provided by TWR. They acquire group A information from TWR and group B information from the Airport Duty Manager via radio. The ROS takes over the technical direction of the rescue services (TRD), establishes the ACP, declares the area safe and provides information on the state of the rescue services. Collaborates with the medical staff for handling the victims.
SEA AIRPORT DUTY MANAGER	Contacts the affected carrier to collect Group B information (pax, crew, fuel, dangerous goods). Suspends boarding and refuelling operations. If the accident involves a small number of passengers (Cargo and/or General Aviation), they inform by radio the Police Forces in order to stop the activation of the area designated for green codes (Gates A24-A30), Families (Malpensa Centre) and Reunion (Albinoni and Vivaldi lounges). If there are black codes, they alert the Lufthansa Technik contact person. Informs by telephone the Enac contact person and Enac Crisis Room, the Operations Manager, Public Affairs and External Communication and the relevant handlers. Agrees with TWR on the route of the rescue vehicles and activates the EOC.
ENAC AD	Informs Prefecture, ANSV and Enac Crisis Room. Issues the necessary aeronautical measures.
AIRPORT FIRST AID SERVICES	Reports to the rendezvous point and escorted by a follow me starts moving towards the ACP while listening to the radio without approaching the crash area until the same area is declared safe by the ROS. Activates AREU, the Airport Health Office (USMAF-SASN) and carries out a first triage communicating the outcome via radio.
AREU	Sends its vehicles to gate 2 and reaches the Rendezvous Point awaiting instructions. Once in the crash area, the AREU Manager takes on the role of DSS (Emergency Medical Services Director) and the management of health rescue operations, informing the EOC of the final outcome of the triage.

BORDER POLICE CARABINIERI FINANCE POLICE CUSTOMS	They acquire from Tam Tam the States of Accident, gather available personnel and inform their superiors. The Operations Room of the Border Police informs the Operations Room of the 2nd Air Unit. The Border Police will ensure that any emergency exits used for accident management purposes are manned by Sea Security. Agents on duty outside the customs areas are responsible for directing relatives to the "Friends & Relatives Reception Centre" at Malpensa Centre – Terminal 1 They send to the rendezvous point a mobile group equipped with radios, in contact with their Operations Room and the EOC with the task of identifying the emergency vehicles and informing the EOC of the type, number and equipment. Waiting for the ROS orders, they demarcate and isolate the area of the accident with the help of Sea Security.
CARABINIERI	Send a mobile group to supervise the transfer of injured persons from the internal to the external medical facilities, noting, if possible, the identity and destination of the injured person.
FINANCE POLICE	Notifies the Customs and proceeds to the opening of gate 2 together with Sea Security.
AIRPORT HANDLING	Sends to the rendezvous point 4 OUA in possession of airport license available to the Airport First Aid Services for handling the medical cart, no. 1 or on request of additional personnel for handling other carts. Provides 4 employees for Airport First Aid Services at Terminal 1,
AIRPORT HEALTH OFFICE (USMAF-SASN)	In the presence of deceased persons they activate their internal procedures.
AIRLINE	Provides the Airport Duty Manager with Group B information, If deemed appropriate requires to Airport Duty Manager the activation of Mutual Support Group. Sends personnel to the facilities areas. Informs ENAC crisis room.

STATE OF ACCIDENT CLOSING

CONTROL TOWER	At the end of rescue operations on the instructions of the EOC it notifies the end of the State of Accident and restores normal air traffic on the airport, notifying the Agencies under its responsibility.