

# ENTEBBE INTERNATIONAL AIRPORT

## Airport Emergency Plan

### UCAA/EIA/AEP



## **0.1 Foreword**

This Aerodrome Emergency Plan (AEP) documents the responsibilities of, as well as the actions to be taken by all aerodrome operating staff and other assisting services providers on and off the airport in the event of:

- (a) An Aircraft Accident.
- (b) An Emergency other than on or in the vicinity of the airport within the radius of 5 nautical Miles on land and 10 nautical miles on water.

The management of Entebbe International Airport (EIA) is responsible for the promulgation and amendment of the procedures herein.

All stakeholders shall ensure that all information contained in this plan with reference to their respective organizations/agencies is accurate and any changes shall immediately be notified to the undersigned by letter, email or fax.

**Al Hajj Eng. Sooma Ayub**  
**Director Airports and Aviation Security**

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## 0.2 Emergency Contacts

The following telephone numbers shall be utilized to notify Entebbe International Airport (EIA) in case of actual or suspected emergency situations:

Emergency	Entity	Telephone		
		Ext	Landline	Mobile
Aircraft /Structural Fires/ Hazardous Materials Emergencies	Fire Service	3322	+256 414 353322	
Aircraft Ditch	Marine	3298 3307	+256 414 322723 +256 414 322725	
	Airport Call Centre	9	+256 414 353000	
	Airport Call Centre Emergency Lines:		+256 414 321516 +256 414 321517 +256 414 321518	
Natural Disaster	Airport Operations:	2291; 3018	0312532291	+256 757 270809
Security Emergency	Aviation Security Manager	3027	+256 414 353027	+256772488366 +256701488366
	Duty Office AVSEC	3016; 3372	0312353372	0704215090
	Duty Officer AVPOL			0752 008761
	Commandant AVPOL			+256 714667719
	O/C Station AVPOL			+256 718452645
Medical Emergency	Doctor on Duty	2261		+256 752222855
	Clinic	2258	+256 312352258	+256 700140646
	Airside Health Desk			+256 753228721
Power Failure	Electrical	3271		

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## 0.4 Record of Amendments

<b>Revision No</b>	<b>Revision Date</b>	<b>Reason for Change</b>	<b>Amended Pages/ Sections</b>	<b>Inserted By</b>	<b>Effective Date</b>
00	19 <sup>th</sup> Aug 2020	Initial	All Pages	CFO	
01	03 February 2023	(i) Revised Aerodrome Manual (ii) Revised Civil Aviation Aerodromes Regulations. (iii) New Stakeholders and Contact Information (iv) New procedures	All Pages	CFO	15 <sup>th</sup> Feb 2023
02	04 July 2023	(i) Audit recommendations. (ii) Emergency Exercises and post incident recommendations.	All Pages	CFO	1 <sup>st</sup> Sep 2023

## 0.5 Distribution list

Both hard and electronic copies of the AEP are distributed to the different users. Distribution list for the Electronic Copy is maintained by General Manager Entebbe International Airport and the hard copies are distributed as per the table below.

<b>Copy No.</b>	<b>Copy Holder</b>	<b>Organization</b>
MASTER COPY	General Manager Entebbe International Airport	UCAA
AEP 01	Director Airports and Aviation Security	UCAA
AEP 02	Director Safety Security and Economic Regulation	UCAA
AEP 03	Director Air Navigation Services	UCAA
AEP 04	Chief Fire Officer	UCAA
AEP 05	Manager Airport Operations	UCAA
AEP 06	Manager Safety Management System	UCAA
AEP 07	Aviation Security Manager	UCAA
AEP 08	Emergency Operations Center	UCAA
AEP 09	Mobile Command Post	UCAA
AEP 10	Manager Quality Assurance	UCAA
AEP 11	Manager Public Affairs	UCAA
AEP 12	Airport EMS Coordinator	UCAA
AEP 13	Commandant Aviation Police	UCAA
AEP 14	Chairman AOC	Airline Operators Committee
AEP 15	Control Tower	UCAA
AEP 16	Rescue Coordination Center	UCAA
AEP 17	Duty Operations Office Terminal	UCAA
AEP 18	Airside Operations Office	UCAA
AEP 19	Deputy Chief Fire Officer	UCAA

<b>Copy No.</b>	<b>Copy Holder</b>	<b>Organization</b>
AEP 20	Watch Room	UCAA
AEP 21	Duty Office -ARFFS	UCAA
AEP 22	SMS/QA - ARFFS	UCAA
AEP 23	Training - ARFFS	UCAA
AEP 24	Marine North	UCAA
AEP 25	Marine South	UCAA
AEP 26	Airport Call Center	UCAA
AEP 27	Transport Office	UCAA
AEP 28	Duty Office- AVSEC	UCAA
AEP 29	Main Library	UCAA

## 0.6 AEP Distribution Procedures

### 1. Purpose

To control distribution of the AEP.

### 2. Responsibility

The GM –EIA is responsible for the distribution of the AEP.

### 3. Instructions

Upon approval of the AEP and amendments thereof;

- (i) Hard copies are distributed according to the distribution list.
- (ii) The e-copy is uploaded on the website and the link sent by email to the users as per the e-copy distribution list.
- (iii) The distribution sheet is filed.
- (iv) Older versions of the AEP are withdrawn and archived.
- (v) Stakeholders not on the distribution list request for a copy from the GM-EIA. Upon acceptance of the request, a copy is availed, the distribution list is amended and all copy holders are notified.
- (vi) The distribution sheet and means of access to the electronic copy are used to track the distribution of the AEP.
- (vii) Approved copies and amendments of the AEP are distributed to the recipients 30 days before the effective date of the proposed amendments.

When in the interest of safety, an immediate amendment is made to the AEP and is accepted by DSSER, the distribution shall be immediate to all the AEP recipients.

## 0.7 Procedure for amendment of the AEP

### 1. Purpose

To ensure controlled and coordinated amendment of the AEP.

### 2. Responsibility

The GM-EIA is responsible for the amendment of the AEP.

### 3. Instructions

- (i) The AEP will be amended when:
  - a) the Aerodrome Manual is reviewed;
  - b) an emergency exercise is held or actual occurrence of an incident or accident;
  - c) there are changes in the regulations;
  - d) required to fulfill regulatory requirements;
  - e) there are changes in airport policies and procedures;
  - f) there is personnel and functional restructuring;
  - g) new technologies, equipment and facilities are acquired;
  - h) equipment and facilities are decommissioned
  - i) adopting amendments from findings and recommendations of audits performed by competent authority or internal auditors.
- (ii) The AEP is reviewed annually to ensure it is up to date.
- (iii) Proposals for amendment of the AEP shall be sent in writing to the GM-EIA or via email:  
[gm-eia@caa.co.ug](mailto:gm-eia@caa.co.ug)
- (iv) Amendment proposals will be developed by the AEP stakeholders and presented for consideration in the Airport Emergency Planning Committee meeting, except for immediate amendments.
- (v) Following (iv) above, the proposed amendments will be submitted to DSSER for approval at least 60 days prior to the proposed effective date.
- (vi) Amendments shall be indicated using colors and vertical lines, and provided in replacement pages for all aerodrome manual copies. The replacement pages will have date of amendment.
- (vii) Hand amendments are prohibited for all hardcopy holders.
- (viii) Minor changes (i.e. phone numbers, typos) may be made through replacement pages, with prior approval of GM-EIA. Distribution of these changes will be recorded in the corrigenda in the same format as the "Record of Amendments."

## 0.8 List of Effective Pages

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## 0.9 Abbreviations

The abbreviations in this document have the following meaning.

<b>Abbreviation</b>	<b>Meaning</b>
ACC	Area Control Centre
AEC	Airport Emergency Committee
AFFF	Aqueous Film Forming Foam
AFIS	Aerodrome Flight Information Service
AOC	Airline Operators Committee
AVPOL	Aviation Police
CJSO	Chief Joint Security Officer
CRC(A)	Crew Reception Center- Airside
DAS	Dairo Air Services
DCFO	Deputy Chief Fire Officer
DCFO-M	Deputy Chief Fire Officer-Marine
DCP	Dry Chemical Powder
D/O	Duty Officer
EMS	Emergence Medical Services
EOC	Emergency Operation Centre
Ext.	Extension
FOD	Foreign Object Debris
FR	Friend and Relatives
FRC	Friend and Relatives Center
GHA	Ground Handling Agency
KM	Kilometre
LVC	Low Visibility Conditions
LVP	Low Visibility Procedures
MoH	Ministry of Health
MOU	Memorandum of Understanding
NOTAM	Notice to Airmen
NCD	Non-Communicable Disease
OC	Officer In-charge
OPs	Operations
OSC	On Scene Commander
PHE	Public Health Emergency
PPE	Personal Protective Equipment
PTMO	Principal Transport and Maintenance Officer
RCC	Rescue Coordination Centre
SFC	Special Forces Command
SITREPS	Situation Reports.
SMS	Safety Management System
SRC	Survivor Reception Centre
VHF	Very High Frequency
VIP	Very Important Person
WHO	World Health Organization

## 0.10 Definitions

The terms used in this document have the following meaning;

### **Aerodrome/Airport**

A defined area on land intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

### **Aircraft Accident (1) - General**

An aircraft Accident is an occurrence during the operation of an aircraft in which any person involved suffers death or serious injury or in which the aircraft receives substantial damage.

### **Airport Control Tower (ATC)**

A unit established to provide air traffic control service to Airport traffic.

### **Airport Emergency Procedures (Standard Operating Procedures)**

Individual agency procedures for meeting the requirements of the Airport Emergency Plan.

### **Aircraft Operator**

A person, organization or enterprise engaged in (or offering to engage in) aircraft operations.

### **Airport Emergency Plan (AEP)**

Documented procedures for implementing and coordinating emergency response activities of airport and other agencies when an emergency occurs on or in the vicinity of an airport.

### **Aviation Police (AVPOL)**

The local government agency charged with primary police/security support of on - airport related emergencies.

### **Airside**

The movement area of an airport plus adjacent terrain and building etc. to which access is controlled.

### **Alerting & Activation System**

A system for rapidly 'alerting' emergency response & support personnel of an emergency situation, which requires immediate deployment of said personnel for emergency response duties ('activation')

### **Apron**

That part of an Airport to be used for the purpose of enabling passengers to board or disembark from an aircraft, loading of freight onto or unloading freight from an aircraft, refuelling, parking or carrying out maintenance on aircraft.

### **Assembly Area**

A pre-arranged, strategically placed area on or off airport where general airport staff and their vehicles can be assembled in order to be escorted to the Airport during an emergency.

### **Care or Treatment Area**

The location, at or near an accident site, where first medical care is given to the injured (see 'Triage').

### **Casualty Collection Center**

The location to which the injured are initially moved pending triage and first medical care.

### **Collection Area (Uninjured)**

The location to which the uninjured are initially moved pending triage and movement away from the emergency site location. This area should be separate from the Casualty Collection Area if possible.

### **Control**

The overall direction of response activities in an emergency.

### **Co-ordination**

The bringing together of agencies and individuals to ensure effective emergency or rescue management, but does not include the control of agencies and individuals by direction.

### **Dangerous Goods**

Articles or substances which are capable of posing significant risk to health, safety or property.

### **Directorate of Safety, Security and Economic Regulations (DSSER)**

The Authority who sets and oversees specific minimum standards and regulations to ensure compliance with ICAO guidelines for the aviation industry in Uganda.

### **Emergency/Disaster**

An emergency due to an actual or imminent occurrence which:

- (i) Endangers, or threatens to endanger, the safety or health of persons, and
- (ii) Destroys or damages, or threatens to destroy or damage, property.

### **Emergency Operations Centre**

A designated area on the airport used in supporting and coordinating operations during airport emergencies.

### **Full Emergency**

A condition declared when it is known that an aircraft approaching the airport is, or is suspected to be, in such trouble that there is danger of an accident and requiring the response from off airport agencies.

### **Grid Map**

An area map, overlaid with a square or rectangular geographic grid co-ordination system, used to identify ground locations.

### **Aircraft Incident (Ground)**

An occurrence, other than an accident, associated with the operation of an aircraft, which affects or could affect, the continued safety of the operation – if not corrected. An incident does not result in serious injury to persons or substantial damage to aircraft.

### **Inner Cordon/Perimeter**

A secured area - usually associated with an aircraft accident site, which allows for secure, safe and coordinated operations when dealing with an emergency, including the immediate access and exit of emergency response personnel and vehicles. An inner cordon is usually circular and based on an approximate 100-200 metre radius from the emergency site location.

### **Local Standby**

A condition declared when an aircraft approaching the airport is known or is suspected to have developed some defect but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing and thus NOT requiring a response by off airport agencies.

### **Medical Transportation Area – Ground Transport**

A designated and prepared location, near the collection, triage or initial medical care areas, where injured persons are held ready for ground and air transportation to better medical facilities – usually under the supervision of a medical coordinator.

### **Medical Transportation Coordinator**

A person appointed by the Emergency Medical Services Coordinator to conduct and co-ordinate all medical transport operations at the scene of the emergency. This will include the 'tally' or headcount of which casualties have gone to which hospitals, - together with when, how and in what status were the casualties, on departure from the emergency location.

### **Mobile Command Post - MCP**

A purpose designed vehicle, capable of providing suitable accommodation, infrastructure, facilities and communications to permit the 'On-scene Commander' to undertake the local (tactical), on site command, control and co-ordination roles required of him.

### **Morgue / Temporary Morgue**

A storage facility for the bodies of dead accident victims - which might be as simple as a field, an aircraft hangar or refrigerated truck container (temporary morgue) or purpose built mortuaries in hospitals, at undertakers etc. (permanent mortuary).

### **Memorandum of Understanding (MoU)**

Agreements established with appropriate agencies, (such agencies generally operating in the 'local/surrounding community') near an airport, defining initial emergency notification and response requirements, generally related to support of an airport or airport related emergency and vice versa (where appropriate for latter).

### **On-Scene Commander (see 'Overall Commander' and 'Tactical Commander')**

Person pre-nominated or designated on the day to take charge of overall tactical emergency operations, usually at or related to the scene of the emergency itself.

### **Outer Cordon/Perimeter**

The area outside the inner cordon, secured for immediate operational support requirements - being free from unauthorized or uncontrolled interference. The outer cordon is usually circular, with a radius of 200-300 meters - based on the emergency site location.

### **Overall Commander (see 'On-Scene Commander' and 'Tactical Commander')**

Person pre-nominated or designated on the day to take charge of the overall strategic emergency operation response for airport or airport related emergencies.

### **Passenger Information Form (PIF)**

This standard form is used to record information about possible accident flight victims, where no passenger manifest / crew list is available/yet available.

### **Passenger Record Card – (PRC)**

This standardized form is used to record information on all accident flight victims, either using information provided directly by the victims themselves (e.g. uninjured or slightly injured survivors at the 'Survivor Reception Centre - (Airside)' telling the aircraft operator / GHA who they are, who they were flying with, who their closest relative is etc.) - or as provided indirectly e.g. - from mortuary or hospital records where a victim's documentation (e.g. passport or ID card) might be used to complete the PRC or by third parties (such as friends and relatives) calling the Airport Call Centre (associated PRC then completed directly) or by friends and relatives completing Passenger Information Forms – the latter then being used to update the associated PRC- when the PRC becomes available.

### **Directorate of Airports and Aviation Security (DAAS).**

Manages and operates Entebbe International Airport and its associated infrastructure.

The 'Crisis Management' section (or person responsible) of DAAS shall be responsible (via its senior management organization) – directly to the DSSER for the production and maintenance of this AEP document plus the associated training and exercising necessary to ensure the highest level of crisis management preparation and preparedness.

Directorate of Airports and Aviation Security is sometimes otherwise known in this AEP as the DAAS.

### **Reconciliation/Reuniting Area – Airport (RA (A))**

An identified area, usually at the emergency airport or near the emergency location, set aside for the airport or accident site reuniting of Friends and Relatives with their associated uninjured victims from the accident flight. A typical RA (A) would only be used in the shorter term.

### **Reconciliation/Reuniting Area – Off Airport (RA (O))**

A generic term covering a typical location where FRC might be re-united with their associated victims from the accident flight – assuming that this has not already been accomplished at the RA (A). The

RA (O) might typically be located at a local hotel – for re-uniting with uninjured victims; in a hospital – for re-uniting with injured victims or in a mortuary - for re-uniting with the deceased.

**Rendezvous Point (RVP)**

A pre-arranged reference point or location, to which responding emergency support personnel, vehicles and equipment should initially proceed in order to obtain direction and/or escort to the staging area or direct to the emergency site location (see 'Staging/Holding Area').

**Tagging/Triage Tag**

A method used to identify casualties in a priority order for receiving medical care. The priorities are normally 'Immediate Care' (Priority 1), 'Delayed Care' (Priority 2), 'Minor Care' (Priority 3) and 'Fatality'. A tag is usually attached in some way to a casualty during the triage process, such tag indicating the priority of care to be given.

**Triage**

The sorting of casualties (in order to facilitate the eventual priority of medical care) at an emergency location - according to the nature and severity of injuries. Note that triage does not provide for medical care to be given. The medical care process follows on from the triage process.

**Triage Area**

Location where triage operations are performed.

**Victim**

For the purposes of this document, 'victim' is a term referring collectively to the passengers and crew of an emergency flight and any other persons directly affected as a result of the accident i.e. ground victims who are killed, injured or traumatized as a direct result of the accident .Note that 'victim' does not refer to the dead alone nor is it a term which should be associated with others who might be termed as being indirectly affected by the emergency e.g. friends and relatives of victims.

## 0.11 References

SN	Document Title
1.	Civil Aviation (Aerodromes) Regulations 2022
2.	Civil Aviation (Security) Regulations 2022
3.	Civil Aviation (Accident and Incident Investigation) Regulations 2022
4.	Civil Aviation (Air Traffic Services) Regulations 2022
5.	Airport Services Manual, Doc 9137, Second Edition 1991 Part 7 – Airport Emergency Planning
6.	Airport Services Manual, Doc 9137, Fourth Edition 2009 Part 5 – Removal of Disabled Aircraft
7.	Airport Services Manual, Doc 9137, Fourth Edition 2015 Part 1 – Rescue and Firefighting
8.	Manual on Civil Aviation Jet Fuel Supply, Doc 9977, First Edition 2012
9.	Policy on Assistance to Aircraft Accident Victims and their Families, Doc 9998 AN/499, First Edition.
10.	Security Manual for Safeguarding Civil Aviation against Acts of Unlawful Interferences, Doc 8973
11.	Technical Instructions for the transportation of Dangerous Goods by Air, Doc 9284
12.	Emergency Response Guide for Aircraft Incidents involving Dangerous Goods, Doc 9481, 2017-2018 edition.
13.	Health Standards and Recommended Practices, Annex 9
14.	IAMSAR Manual, Doc 9731-AN/958, Vol III, 2016 Edition.
15.	World Health Organization Guide to Hygiene and Sanitation in Aviation, 3 <sup>rd</sup> Edition, 2009
16.	International Health Regulations, 2005
17.	Aeronautical Information Publication-Uganda, 6 <sup>th</sup> Dec, 2018
18.	U.S Department of Health and Human Services Food and Drug Administration Center for Food Safety and Applied Nutrition, April 2006
19.	Public Procurement and Disposal of Assets (PPDA) Act, 2014
20.	Uganda Civil Aviation Authority Quality Management Systems Manual.

## **SECTION 1 - INTRODUCTION**

### **1.1 Introduction**

This Airport Emergency Plan (AEP) documents the procedures used at Entebbe International Airport (EIA) for coordinating the emergency responses of the different airport agencies and services with each other and also with the appropriate emergency support agencies in the surrounding community together with a reasonably detailed account of who does what, when, how, in what order etc. with regard to the emergency response operation as a whole.

### **1.2 Aim**

The aim of this Emergency Plan (AEP) is to provide a timely response and co-ordinated actions towards recovery from an emergency at the Entebbe International Airport.

### **1.3 Purpose**

The purpose of this Airport Emergency Plan (AEP) is to define responsibilities, identify resources, and establish procedures to be implemented in the event of an emergency at Entebbe International Airport.

While every emergency cannot be anticipated and prepared for, the Airport believes strong emergency preparedness can assist in limiting the negative impact of these events, including liability and post-emergency issues.

The specific objectives of the emergency plan is to:

- (i) Provide an operational guidance of how an airport emergency response will be structured and coordinated at Entebbe International Airport.
- (ii) Provide guidance as to how the emergency response roles will be filled and how those duties will be carried out.
- (iii) Provide operation checklists for specific emergency events at the Airport.
- (iv) Highlight key communication elements essential for effective emergency response and mitigation.

This AEP focuses on response and initial recovery issues and:

- (i) Assigns responsibility to agencies and individuals for specific actions.
- (ii) Sets forth lines of authority.
- (iii) Describes how people and property will be protected.
- (iv) Identifies personnel, equipment, facilities, supplies, and other resources available.

The emergency plan will be disseminated to all key stakeholders at EIA. Airport personnel will be trained according to this plan.

### **1.4 Scope**

This Plan details the arrangements for control and co-ordination of the response to an initial recovery from an emergency within the boundary or in the vicinity of Entebbe International Airport up to the radius of 5 Nautical Miles from the Airport Reference Point for Aircraft crash on land and 10 Nautical Miles for Aircraft ditches in the Lake.

The plan provides for emergency response for Accidents involving aircraft sizes up to and including Boeing 777.

This Plan is based on the assumption that each agency with a statutory responsibility has in place appropriate supporting Emergency Procedures or (Standard Operating Procedures) which deal with that agency's response in accordance with this Plan.

## **1.5 Accountability and Provision of Resources for Implementation of the Plan**

The Director Airports and Aviation Security is accountable for the plan including provision of resources for development and implementation of the plan.

The General Manager –EIA is responsible for coordinating the development and implementation of this plan.

The Chief Fire Officer is responsible for preparing, updating, implementing and reviewing this plan. Other heads of department/ Agencies are responsible for ensuring adequacy of resources and procedures in support of this plan.

## **1.6 Regulation**

This AEP meets the requirements of the Civil Aviation (Aerodromes) Regulations 2022.

## **1.7 Emergency Access**

Aviation Security is responsible for identifying and facilitating external emergency response personnel. Industrial Dress Code and Company ID are the means for easy identification.

## **1.8 Personnel Identification at Incident site.**

Emergency response personnel shall have distinctively labelled and colour coded reflective jackets, arm bands or tags throughout emergency operations for identification.

## **1.9 Airport Information**

EIA is a Code 4E Aerodrome with a B777 as the design aircraft. The aerodrome is operated by UCAA Directorate of Airports and Aviation Security (DAAS).

Rescue and Firefighting, Marine Rescue Services, Emergency Medical Services and Security Services are all available at the airport. Other agencies which respond to Emergencies at the Airport are located within a distance of 39.66 KM.

An Aerodrome Flight Information Service (AFIS) is provided on 24/7 basis.

The aerodrome has a 12,000-litre water tender at the Main Fire station and three overhead water reservoirs at;

- (a) Old fire station 21000 Litres
- (b) Main fire station 32000 Litres
- (c) Kigungu gate 27000 Litres to provide additional water supply for emergency services.

The airport is also installed with 20 ground hydrants around the terminal buildings; 6 – hydrants at the passenger terminal building connected to EIA water pump, 4- hydrants (same rating) at the VVIP terminal connected to the NWSC grid and 10 at the new cargo Terminal.

The Airport operates a category-9 Rescue and Fire Fighting Service (RFFS) and maintains a reserve of over 200% quantity of AFFF (6% foam concentrate) on wheels at all times. In addition, 100% quantity of DCP on wheels is reserved as a complementary agent.

There are Defibrillators at the airport in the following locations; Kazuri Medical facility located inside the Main Terminal adjacent to the Arrivals, another at Arrivals and departure.



## 1.10 Rendezvous Point (s)

The following are designated as Rendezvous points:

- (a) Football pitch close to Fresh Handling gate for off airport emergency personnel.
- (b) Former parade ground for on aerodrome emergency personnel.
- (c) Marine North Station
- (d) Marine South Station
- (e) UPDF Marine Base
- (f) Kasenyi landing site.

For off Airport emergencies on land, the airport management in consultation with the mutual aid agencies shall designate a Rendezvous point.

## 1.11 Airport Access

The main access to the airport is through the high way which connects the airport to the city (Entebbe – Kampala Highway);

The primary access to the airside is through security gate (**Southern Gate**) located on the southern side of Passenger Terminal;

Secondary access to the airside can be through; the Fresh handling gate adjacent to Apron 4, VVIP gate, Airbase gate, Northern gate and the 4 Emergency access gates 1, 2, 3, 4 as indicated on the grid map.

## 1.12 Agencies Involved In Emergency Responses.

The following agencies are involved with an emergency response at or in the vicinity of EIA;

### 1.12.1 On airport Agencies

- 2. Air Traffic Services
- 3. Aerodrome Rescue and Fire Fighting Services including Marine.
- 4. Aviation Security
- 5. Aviation Police
- 6. Airport Operations (Airside and Terminal)
- 7. Airport Call Center
- 8. Aerodrome Maintenance: Electrical and Electronics.
- 9. Transport and Administration
- 10. Procurement
- 11. Finance
- 12. Public Affairs
- 13. Airport Management
- 14. Aircraft Operators or their Representatives.
- 15. Ground Handling Agencies (GHAs)
- 16. Customs
- 17. Immigration
- 18. Airport Medical Facility
- 19. Rescue Co-ordination Centre (Search & Rescue)
- 20. Other Airport Tenants

### **1.12.2 Off Airport Agencies**

1. Police (including Fire Brigade, Marine, Air wing, Traffic)
2. Emergency Medical Service Providers (includes hospitals and ambulance services)
3. Uganda Red Cross.
4. Uganda Peoples’ Defense Air Force (UPDAF)
5. Uganda Peoples’ Defense Forces – Marine
6. Fisheries Training Institute.
7. Atomic Energy Council and National Radiation Protection Services
8. BMK Uganda Limited
9. Fishing and Local Government Authorities.
10. Ministry of Works and Transport
11. Uganda National Meteorological Authority (UNMA)
12. Uganda Wildlife Authority (UWA)
13. Uganda Funeral Services

## **1.13 Memorandum of Understanding (Mutual Aid Agreements)**

The airport has established emergency management agreements with mutual aid agencies to include the following relevant information:

- (i). Establishment of agreed command and control authority.
- (ii). A coordinated radio/similar communications plan.
- (iii). Supply and co-ordination of emergency transport facilities.
- (iv). Provision of Emergency Resources.
- (v). Pre-arrangement for the use of portable and heavy rescue equipment – plus other specialized equipment, from all available sources
- (vi). Pre-determination of legal authorities and liabilities of all co-operating emergency personnel and agencies.

## **1.14 Agencies Familiarity with Other Agencies’ Duties**

Agencies involved in emergency response at EIA shall be familiar with other agencies’ duties through;

- (i). Emergency Exercises.
- (ii). Joint drills.
- (iii). Inter- agency meetings.
- (iv). AEP Trainings.
- (v). MOUs
- (vi). Understanding of the AEP, Manuals and Standard Operating Procedures.

## **1.15 Roles and Responsibilities of the Responding Agencies**

### **1.15.1 Air Traffic Control**

ATC is the agency most likely to first become aware of an incident/accident, and first to respond and therefore:

- (i). Alert Emergency Services regarding aircraft incidents/accidents and provide them with information relevant to the emergency.
- (ii). Inform the leadership of DANS and other agencies as per their procedures.
- (iii). Coordinate the movement of other aircrafts away from emergency area of the airport.
- (iv). Coordinate the movement of support aircraft to/from the emergency scene.

### **1.15.2 Aerodrome Rescue and Firefighting Services (Fire and Marine)**

The ARFFS is responsible for;

- (i) Fire suppression operations at the accident/Incident scene.
- (ii) Instituting rescue of persons involved in an accident/Incident.
- (iii) Provision of initial first aid and ambulance service
- (iv) Directing the firefighting operations; the CFO is in overall command & control of the Rescue & Firefighting Operations and indicates the recommended location for the Mobile Command Post, triage area and temporary shelter (Inflatable tents) for the passengers.
- (v) Directing the assistance of support services during the firefighting and rescue phase
- (vi) Determining when the aircraft is safe for the next phase of work.
- (vii) Facilitating the removal of disabled aircraft.

### **1.15.3 The Airport Operator (DAAS)**

The Director Airports and Aviation Security is responsible for;

- (i) The overall command for all on Airport emergencies and off- Airport Aircraft emergencies within 5 Nautical Mile Radius. Off-Airport emergencies beyond 5 Nautical Mile radius are under the control of Search and Rescue.
- (ii) Providing facilities and logistical support to the emergency services.
- (iii) Establishing, promulgating, coordinating, maintaining, and implementing the AEP, to include assignment of responsibilities for accidents and Incidents.
- (iv) Co-ordinating the closing of the airport when necessary and initiating the dissemination of relevant safety-related information to aviation users, including NOTAMs.
- (v) Directing all tasked organizations to ensure appropriate response in accordance with established plans and procedures.
- (vi) Leading EOC activities.
- (vii) Serving as the primary spokesperson before media, or delegates the function to UCAA Manager Public Affairs.
- (viii) Serving as the final approval authority to release of emergency instructions and information, or delegates function to UCAA Manager Public Affairs.
- (ix) Providing policy guidance on the transfer of authority to release information from the Command Post to the Emergency Operations Center.
- (x) Designating location for media briefings.
- (xi) Approving implementation of any special provisions for media convergence.
- (xii) Directing implementation of protective actions (sheltering/evacuation) for airport employees, tenants, and visitors, as appropriate.
- (xiii) Terminating response operations and releasing personnel, when appropriate

#### **1.15.4 Aviation Security (AVSEC)**

- (i). Manage the Rendezvous
- (ii). Carry out access control
- (iii). Enhance other security measures appropriate at the airport
- (iv). Provide general overall policies, plans and procedures of the airport security incident response to the emergency situations, both on and off the airport
- (v). Ensure security personnel and equipment are available on the airport to respond to emergencies
- (vi). Coordinating with other security agencies that have responsibilities under the plan
- (vii). Arrange and coordinate airport familiarization and training program for designated on and off airport security personnel, including the specialized support agencies
- (viii). Develop incident command system to be used for security related incidents at the airport

#### **1.15.5 Aviation Police (AVPOL)**

Aviation police is responsible for the following:

- (i). Establishing a cordon around the accident.
- (ii). Controlling entry to the area affected.
- (iii). Controlling traffic flow in and out of the accident/ incident site.
- (iv). Provision of security at the accident/ incident site.
- (v). Identification of bodies in co-ordination with the Airline Representative.
- (vi). Setting up a casualty bureau for notification to the relatives of the dead and seriously injured.
- (vii). Preservation of evidence until authorized by accident investigator in Charge
- (viii). Ensuring security of the wreckage, personal effects, mail, luggage and cargo.
- (ix). Commanding all security related incidents.

#### **1.15.6 Joint Security Unit (JSU)**

Coordinate all security agencies at the airport.

#### **1.15.7 Other Airport Security Agencies**

Assist Aviation Police in security related functions.

#### **1.15.8 Emergency Operations Center (EOC)**

- (i). Coordinate responses to Emergencies.
- (ii). Allocate resources to emergencies.
- (iii). Provide overall communication, command, control and coordination at strategic level.

#### **1.15.9 Call Center**

Notification of internal and external agencies of an emergency.

#### **1.15.10 Airport Operations (Airside and Terminal)**

- (i). Provision of Follow me for Command Post Functions in the absence of the actual Command Vehicle.

- (ii). Provision of aircraft parking facilities and services (esp. marshalling of air rescue aircrafts) throughout the emergency operations.
- (iii). Preparation of the press room.
- (iv). Coordinating with Customer Care for the preparation of the Meeters and Greeters.
- (v). Coordinating with UCAA Administration for provision of meals and refreshments to the personnel engaged in the emergency operations.
- (vi). Initiating and following up required NOTAMs.
- (vii). Coordinating activities at the CRC and SRC.
- (viii). Carrying out administrative duties at the EOC.
- (ix). Coordinating necessary inspections of the airport facilities before reopening for normal operations.

#### **1.15.11 Public Affairs Department.**

- (i). Gather, coordinate and release factual information.
- (ii). Responsible for issuing a holding statement and continuous update to the public within a reasonable time.
- (iii). Manage all aspects of Emergency Public Information (EPI) on behalf of the Airport.
- (iv). Assume EPI functions delegated by the Airport.
- (v). Ensure timely preparation of EPI materials and their dissemination.
- (vi). Ensure timely and appropriate coordination with off-airport emergency public information personnel.
- (vii). Brief media personnel who go to the incident site.
- (viii). Schedule news conferences, interviews, and other media access.
- (ix). Supervise the Media Center.
- (x). Assign personnel to monitor all media reports for accuracy.
- (xi). Coordinate rumor control activity.
- (xii). Maintain a chronological record of emergency events.

#### **1.15.12 Administration and Transport Department**

- (i) Ensuring meals and refreshments are available for all emergency response personnel.
- (ii) Providing non-technical personnel for support roles.
- (iii) Providing supplies and materials required by emergency response personnel.
- (iv) Providing transport for all the emergency operations activities.
- (v) Facilitating emergency response personnel with fuel.

#### **1.15.13 Procurement Department**

Providing procurement services for facilitating the emergency operations.

#### **1.15.14 Accounts and Finance departments**

Providing all the accounting and financial services for facilitating the emergency operations.

#### **1.15.15 Legal Department**

- (i). Providing legal guidance to the top executive to help with decision making.
- (ii). Handling compensations arising from the accidents/ Incidents and during emergency operations.

#### **1.15.16 Electronics and CNS.**

- (i). Ensure availability and serviceability of NAV Aids at all times.
- (ii). Ensure that the different frequencies are functional as required.
- (iii). Identify and designate private and public service agencies, personnel, equipment, and facilities that can be used to augment the airport's communications capabilities.
- (iv). Coordinate and establish communication protocols, including frequency utilization, for use during emergency conditions.

#### **1.15.17 Aerodrome Maintenance**

- (i). Provide lighting when required and all electrical related support for emergencies.
- (ii). Ensure all maintenance issues are addressed.
- (iii). Ensure availability and serviceability of various means of communication at all times.

#### **1.15.18 Directorate of Safety Security and Economic Regulation (Regulator)**

- (i) Issue guidelines as the Aviation Authority and monitor the implementation of this AEP.
- (ii) Conduct periodic Audits for compliance of this AEP.
- (iii) Provide initial investigation services as necessary.

#### **1.15.19 Rescue Coordination Center/ Search and Rescue.**

Coordinate and provide search and rescue services as needed in accordance with SAR procedures.

#### **1.15.20 Aircraft Operator**

- (i) Provide as soon as possible a passenger manifest, crew list (General Declaration), a cargo manifest and details of restricted and dangerous goods on board. This information should be provided to the Overall Commander in the EOC for redistribution to those concerned in the various phases of the operation. As the passenger manifest and crew list are updated (verified), updates will be passed on to the On Scene Commander and all other interested and eligible agencies by the EOC.
- (ii) Coordinate transportation, accommodation, and other arrangements for uninjured passengers.
- (iii) Insurance compensation of the passengers and all the medical charges incurred during the emergency.
- (iv) Indemnify the DAAS/ in emergency situations.
- (v) Submit a plan for the salvage and / or recovery of the accident aircraft / aircraft wreckage as soon as possible and to implement it with all speed once it is approved by the Accident Investigation Team.

#### **1.15.21 Ground Handling Agencies (GHAs)**

Having taken the necessary initial alerting action as detailed in the call out, perform the following roles:

- (i) Provide personnel to support Rescue & Recovery Efforts.
- (ii) Provide transport during emergency operations.
- (iii) Provide equipment for Removal of disabled Aircraft.
- (iv) In liaison with the Aircraft Operator, take care of the uninjured crew and passengers, both in registration/processing/support roles at the SRC(A), CRC (A).

- (v) Take care of FRC.
- (vi) In liaison with the Aircraft Operator, assist in dealing with enquiries from friends and relatives of those on board the aircraft.
- (vii) Where appropriate, act as the representative of airlines involved in an accident / incident.
- (viii) In co-ordination with Aviation Police, assist in recovery, transportation, storage and redistribution of baggage, personal effects and cargo.
- (ix) In conjunction with Aviation Police and on site Medical Services, track the movement and identification of those victims taken directly from triage to appropriate medical facilities, the movement and identification of deceased victims.

#### **1.15.22 Immigrations**

Providing immigration services in accordance with their emergency response plan during emergencies at the airport.

#### **1.15.23 Customs**

Providing custom services in accordance with their emergency response plan during emergencies at the airport.

#### **1.15.24 Airport tenants.**

- (i) Coordinate the use of their available equipment and supplies.
- (ii) Coordinate the use of their manpower that may have knowledge of the airport, aircraft, and other technical knowledge.

#### **1.15.25 Airport Medical Facility**

- (i). Providing Port Health services at the airport.
- (ii). Coordinating the responses and operations of the Emergency Medical Services stakeholders.

#### **1.15.26 Health and Medical Coordinator.**

- (i). Participate in all activities of the EOC.
- (ii). Provide initial assessment of health and medical needs.
- (iii). Oversee and coordinate the activated health and medical organizations to assess their needs, help them obtain resources, and ensure that necessary services are provided.
- (iv). Ensure a medical command structure is established by emergency medical teams responding to an emergency site.
- (v). Coordinate multi-jurisdictional health and medical response efforts (e.g., CDC).
- (vi). Maintain a patient/casualty tracking system. If an air carrier aircraft is involved, coordinate this effort with appropriate air carrier personnel.
- (vii). Provide information regarding the health and medical response effort, including the number of injuries, deaths, etc. to the news media through the MPA. If an air carrier aircraft is involved, coordinate this effort with appropriate air carrier personnel.
- (viii). Ensure emergency health and medical response information is provided to the EOC, as appropriate.
- (ix). Coordinate support to the appropriate agency's (e.g. air carrier, airport, etc.) efforts to respond to inquiries from family members.

### **1.15.27 Medical Transportation Officer**

- (i). Alert hospitals and medical personnel of the emergency.
- (ii). Direct transportation of casualties to appropriate hospitals suitable for treatment of the particular injury.
- (iii). Account for casualties by recording the route of transportation, destination hospital and casualty's name and extent of injury.
- (iv). Advise hospitals when casualties are enroute.
- (v). Maintain contact with hospitals, medical transportation, the health and medical coordinator, command post and EOC.

### **1.15.28 Health & Medical Services**

- (i). Provide emergency Health & Medical services to the airport during emergency conditions.
- (ii). Undertake Casualty Management through triage, stabilization, medical care, Conveyance and Evacuation of the injured.
- (iii). Respond to the emergency scene with appropriately trained emergency medical personnel and equipment.
- (iv). Provide control and dispatch of the casualties to the appropriate medical facilities.
- (v). Maintain an accurate list of casualties, to include their names and destination medical facilities.
- (vi). Arrange for restocking of medical supplies, as necessary

### **1.15.29 Hospitals and Medical Facilities**

- (i). Implement the appropriate hospital disaster plan.
- (ii). Advise the Health and Medical Coordinator or appropriate EOC representative of the number and type of available emergency facilities.
- (iii). Provide medical care to casualties as they arrive.
- (iv). Deploy medical personnel, supplies, and equipment to the emergency scene(s).
- (v). Establish a reception and support centre at each hospital for the relatives and friends of victims. If an air carrier aircraft is involved, coordinate this effort with appropriate air carrier personnel.
- (vi). Maintain patient information.

### **1.15.30 Mental Health Agencies (Butabika National Referral Hospital).**

- (i). Provide coordinated program for survivors, relatives, eyewitnesses and emergency response personnel for dealing with the possible long-term effects of the emergency.
- (ii). Ensure that appropriate mental health services are available for disaster victims, survivors, bystanders, responders and their families, and other airport care-givers during response and recovery.
- (iii). Services may include crisis counseling, critical incident stress debriefings, information and referral to other resources, and education about normal, predictable reactions to a disaster experience and how to cope with them.
- (iv). Provide specialized family crisis assistance for those affected by a traumatic event or who become traumatized by cumulative stress related to the disaster experience.
- (v). Provide outreach services to identify and serve those in need of mental health support.



**1.15.31 Funeral Service Providers.**

- (i). Provide for the collection, identification, and care of human remains,
- (ii). Provide refrigeration vehicles for temporary storage of remains.
- (iii). Establish and maintain a comprehensive record-keeping system for continuous updating and recording of fatality data.
- (iv). Coordinate with the pathologists.

**1.15.32 Uganda Red Cross Society.**

- (i). Provide first aid and other related medical support at temporary treatment centers,
- (ii). Coordinate and provide support services to victims, their families, and to emergency responders.
- (iii). Assist in the notification of next of kin of the injured and deceased.
- (iv). Assist with the reunification of the injured with their families.

**1.15.33 Clergy.**

Provide comfort to casualties and relatives and perform religious services where and when appropriate.

**1.15.34 Police Fire Brigade, Police Air Wing, UPDAF-Fire Safety, MONUSCO–Fire Safety, Police Marine, UPDF Marine and Fisheries**

Their main role is in assisting the ARFFS in rescue and firefighting and Water Rescue where an accident is on or in the immediate vicinity of the airport.

Police Fire Brigade and Police Marine are also responsible for dealing with and coordinating the response of other authorities in the event of an aircraft crash or ditch respectively outside the airport boundary.

**1.15.35 Uganda Wildlife Authority and Wild Life Hazard Management.**

- (i). Coordinate the services and assistance provided to the animal victims impacted by the emergency.
- (ii). Removal and care of wildlife involved in collision with aircraft.
- (iii). Coordinate with veterinarians and animal hospitals to arrange for animal services, as needed.
- (iv). Maintain a list of phone numbers of local animal hospitals, veterinarians, and animal control shelters for use during regular and non-regular business hours.
- (v). Coordinate with environmental health personnel regarding the location, collection, and disposal of dead animals

**1.15.36 Uganda National Meteorological Authority**

- (i). Assist with alerting and warning processes, particularly with weather related emergencies
- (ii). Take note of weather reading at the time of occurrence of an emergence

**1.15.37 Atomic Energy Council and National Radiation Protection Services.**

- (i). Provide response and recovery support for hazardous material emergencies as defined
- (ii). Organize information on hazardous materials for training purposes
- (iii). Provide radiological assessors in case of an emergency involving radioactive substances

- (iv). Provide protective actions during emergencies that are consistent with nuclear or radiological substances.
- (v). Examine packages for suspected damage or breach.
- (vi). Conduct radiological monitoring to confirm the presence or absence of radiological consequences caused by the initiating event.
- (vii). Decontamination of persons, items and areas affected.
- (viii). Controlling potentially contaminated food and water supplies.
- (ix). Protection of the drainage system and water supplies.
- (x). Inform the public of potential hazards and what is being done.

**1.15.38 The Accident Investigation Unit of Ministry of Works and Transport.**

- (i). Once the accident site is safe and secured, assume control of the incident/accident site.
- (ii). Carry out preliminary accident investigation procedures, take photographs and gather evidence concerning the possible cause of the accident as soon as the rescue operation is complete.
- (iii). Supervise the recovery of flight data and cockpit voice recorders and impound these prior to shipment to relevant official read-out sources.
- (iv). Mark, note and survey key wreckage.
- (v). Seek the assistance of the Aircraft engine manufacturers, should there be a requirement.

## **SECTION 2 – CATEGORIES OF EMERGENCIES**

### **2.1 Aircraft Emergencies**

#### **2.1.1 Aircraft Accident**

##### **1. Accidents on Airport**

An aircraft crash which has occurred inside the airport perimeter fence.

##### **2. Accidents off Airport - Land**

An aircraft crash which has occurred outside the airport perimeter fence but within the 5 nautical mile radius from airport reference point.

##### **3. Accidents off Airport – Water**

An aircraft crash or ditch which has occurred in the lake within 10 nautical mile radius from the airport reference point.

#### **2.1.2 Aircraft Ground Incident**

An aircraft ground incident is declared when an aircraft on the ground is known to have an emergency situation other than an accident - requiring the direct attendance.

#### **2.1.3 Aircraft in flight Incidents**

##### **1. Severe Turbulence**

To be instituted for handling the effects of Severe Turbulence on an inbound aircraft experiencing or having experienced severe turbulence.

##### **2. Decompression**

To be instituted for handling the effects of decompression on an inbound aircraft experiencing or having experienced decompression.

##### **3. Structural Failure**

To be instituted for handling the effects of structural failure on an inbound aircraft experiencing or having experienced structural failure.

#### **2.1.4 Compound Aircraft Emergencies**

##### **1. Aircraft/Structure emergencies**

To be instituted for handling emergencies arising from aircraft collision with airport physical structures.

##### **2. Aircraft/Fuelling Facilities emergencies**

To be instituted for handling emergencies arising from aircraft collision with airport Fuelling facilities.

##### **3. Aircraft/Aircraft emergencies**

To be instituted for handling emergencies arising from aircraft collision with another aircraft.

### **2.2 Security Incidents (Aircraft)**

To be instituted if a warning is received that an aircraft on the ground or landing at Entebbe International Airport has or may have a bomb on board and or if it becomes apparent that an aircraft

that has been the subject of unlawful act and is on the ground, or is likely to attempt a landing at Entebbe International Airport.

### **2.3 Medical Emergencies (Aircraft)**

To be instituted when any person (s) on board have diseases that could be communicated to others and requires that the person (s) be isolated from the general population in order to prevent its escalation.

### **2.4 Dangerous goods (Aircraft)**

To be instituted when cargo on board an aircraft on the ground or approaching Entebbe International airport has substances and objects which, due to their nature, their properties or their condition could present a risk to health, safety, property or the environment which could result in fatal or serious injury to a person or major property or environmental damage.

### **2.5 Fuel Spillages**

To be instituted when fuel spillages occur at the apron.

### **2.6 Structural Fires**

To be instituted when a fire other than an aircraft fire has occurred or is about to occur within or outside the airport boundary.

### **2.7 Power Failure**

To be instituted when there is power blackout in the Airport Movement Areas, Tower Complex and Passenger Terminal building.

### **2.8 Natural Disaster**

Instituted when the following possible hazards occur at Entebbe International Airport:

- (i). Storm (moderate possibility -moderate consequence).
- (ii). Earthquake (remote possibility -high consequence).
- (iii). Floods (remote possibility – high consequence).

### **2.9 Security Incidents (Non-Aircraft)**

To be instituted if a security incident not involving aircraft is likely or has occurred at the airport or its vicinity.

### **2.10 Medical Emergencies (Non-Aircraft)**

To be instituted when any airport staff or airport user is suspected or has a disease that could be communicated to others and requires that the person (s) be isolated from the general population in order to prevent its expansion.

### **2.11 Dangerous Goods (non-Aircraft)**

To be instituted when airport storage areas, facilities and buildings at or in the vicinity of the airport are discovered to have substances and objects which, due to their nature, their properties or their condition could present a risk to health, safety, property or the environment which could result in fatal or serious injury to a person or major property or environmental damage.

## SECTION 3 - EMERGENCE RESPONSE ACTIONS

### 3.1 Accidents on Airport

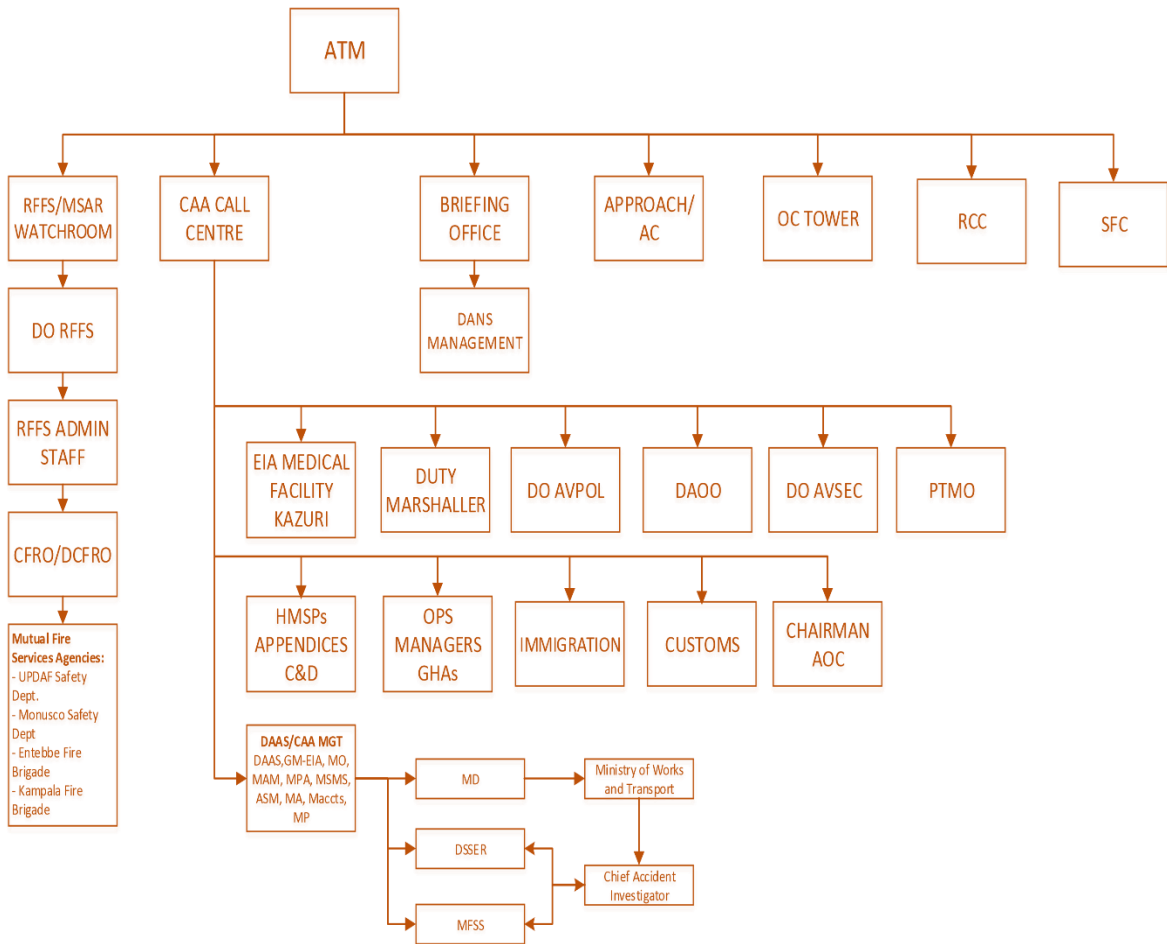


Figure 1 Communication Flow during accident on Airport

### 3.1.1 Actions by ATC:

- (i) Activate siren;
- (ii) Inform ARFFS/MRS, Call Centre and Airside Operations on Tie line or Respective Telephone Extensions or Tetra, giving the following details:
  - (a) "Aircraft Accident on Airport"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Grid location of the accident site
  - (f) Time of accident
  - (g) POB (if known)
  - (h) Endurance
  - (i) Dangerous goods if known
  - (j) Other information,
- (iii) Inform: RCC, OC Tower, Briefing Office, Approach, ACC and SFC, giving the following details;
  - (a) "Aircraft Accident on Airport"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Grid location of the accident site
  - (f) Time of accident
  - (g) POB (if known)
  - (h) Other information, e.g., Dangerous goods if known

Activate the Airport closure procedure and close the airport for 10 minutes.

Make secondary RWY available, if safe for aircraft operation subject to fire category

Coordinate with Apron Control on R/T 121.9 MHZ.

Issue the following NOTAM immediately (when necessary): "*Fire category Nil or 5, 7 ... Fire Service committed to accident*"

Ascertain from Technician on duty to establish the status of NAVAIDS at the time of this accident and enter the same in the log book.

**3.1.2 Actions by Watch Room - ARFFS**

Execute RFFS procedure 24, action 24.4.1 (procedure for response to on-Airport Aircraft Accident).

**3.1.3 Actions by RFF Crews**

Execute RFFS procedure 24, action 24.4.2 (procedure for response to on-Airport Aircraft Accident).

**3.1.4 Actions by Duty Officer - ARFFS**

Execute RFFS procedure 24, action 24.4.3 (procedure for response to on-Airport Aircraft Accident).

**3.1.5 Actions by Chief Fire Officer**

Execute RFFS procedure 24, action 24.4.4 (procedure for response to on-Airport Aircraft Accident).

**3.1.6 Actions by MRS Watch Room Attendant.**

Execute MRS procedure 15, action 15.4.1 (procedure for responding to Aircraft Accident on Land).

**3.1.7 Actions by MRS Crews**

Execute MRS procedure 15, action 15.4.3 (procedure for responding to Aircraft Accident on Land).

**3.1.8 Actions by MRS Duty Officer**

Execute MRS procedure 15, action 15.4.2 (procedure for responding to Aircraft Accident on Land).

**3.1.9 Actions by MRS Non-Shift Personnel**

Execute MRS procedure 15, action 15.4.1 (procedure for responding to Aircraft Accident on Land).

**3.1.10 Actions by DCFO-M**

Execute MRS procedure 15, action 15.4.1 (procedure for responding to Aircraft Accident on Land).

### 3.1.11 Actions by Briefing Officer

- (i). Inform the Aircraft operator and give the following details:
- (a) "Aircraft Accident on Airport"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Grid location of the accident site
  - (f) Time of accident
  - (g) POB (if known)
  - (h) Other information, e.g. Dangerous goods if known

### 3.1.12 Actions by Airport Call Centre Assistant

#### Sample Emergence Message

*'This is an Aircraft Accident Call. Please report to ..... (Scene, MCP, EOC, SRC, CRC, Airside Rendezvous, Landside Rendezvous e.t.c)*

- (i). Inform:

#### First Responders:

- (a) Port Health,
- (b) D/O AVPOL,
- (c) DAOO;
- (d) D/O AVSEC;
- (e) PTMO,
- (f) Mutual Aid Agencies
  - a. UPDAF-Safety Unit,
  - b. Entebbe Police Fire Brigade,
  - c. MONUSCO Fire Department,
  - d. Police Air wing,
  - e. Emergency Medical Services.

and give the following details:

- (a) "Aircraft Accident on Airport"
- (b) Type of aircraft
- (c) Aircraft Operator
- (d) Call sign
- (e) Grid location of the accident site
- (f) Time of accident
- (g) POB (if known)
- (h) Other information, e.g. Dangerous goods if known

**Second Responders- Service Providers** (GHAs Operations Managers; Government Agencies: Immigration & Customs; Chairperson AOC, MPA)

**Third Responders – DAAS/CAA Management:** DAAS; GM-EIA; MO; MSMS; MAM; MAEPD; MAT;; M Accts; MP and give the following details:

- (a) "Aircraft Accident on Airport"



- (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Grid location of the accident site
  - (f) Time of accident
  - (g) POB (if known)
  - (h) Other information, e.g. Dangerous goods if known
- (ii). Give priority to calls related to the Emergency until the emergency is terminated by the EOC and or Mobile command post.
  - (iii). Direct the responders to their respective response locations.

### **3.1.13 Actions by Marshaller (Shift Leader)**

- (i). Dispatch a vehicle to rendezvous to escort responding vehicles.
- (ii). Find out the following information from concerned airline.
  - (a) POB
  - (b) Fuel on board
  - (c) Any dangerous cargo on board
- (iii). When received pass the information to command post.
- (iv). Coordinate with ATC, to make alternative runway available for aircraft operation if possible.
- (v). Provide assistance required by command post.

### **3.1.16 Actions by Duty Airport Operations Officer**

- (i). Activate and Man the EOC until a senior most official of EIA takes over.
- (ii). Ask the concerned airline to assign their staff to co-ordinate activities.
- (iii). Co-ordinate with the concerned airline to receive passengers transported to the Holding Area and facilitate them.
- (iv). Arrange an 'Information Counter' through the Supervisor Customer Care (in liaison with GHA and the airline staff at the EOC), for providing information and briefing of relatives and friends of the aircraft accident victims.
- (v). Maintain a listening Watch on R/T CHN 121.9 MHZ with RFFS Operations at the accident site and keep abreast with the developments.
- (vi). Receive and attend to any queries on airport operation on EXT 2291, 2293, 2295 for any other details and provide all possible assistance as may be sought.
- (vii). Keep in touch with the Mobile Command Post on for any other details and provide all possible assistance as may be sought.
- (viii). Arrange area for briefing of press, TV and photographers. (VIP Press Room).
- (ix). Arrange with the service providers so that adequate food and drinking water is available.

### **3.1.17 Actions by Principal Transport and Maintenance Officer (PTMO)**

- (i). Activate the Administration Supporting plan in consultation with Manager Administration.
- (ii). Dispatch as many vehicles (buses, coaches, mini-buses) as possible to accident site when required by Command Post.
- (iii). Coordinate facilitation of responding hospital ambulances and vehicles.

### **3.1.18 Actions by O/C Tower.**

- (i). Impound all relevant records including logbooks, messages, tapes and documents.
- (ii). Immediately issue a special report on the status of Navigational Aids and record the time of observations for this special report.
- (iii). Ensure that the relevant log books, messages, tapes and documents are sealed and handed over to the Chief Accident Investigator as and when requested.

### **3.1.20 Actions by Duty Officer Meteorology**

Issue a special Meteorological report and record the time of observation and forward to ATC.

### **3.1.21 Actions by Chief Accident Investigator**

- (i). Proceed to the accident site.
- (ii). Liaise with Officer-in-charge Police and the AVSEC Duty Officer to ensure the security of the Flight Data Recorder (FDR) and the Cockpit Voice Recorder (CVR).
- (iii). Ensure the security of the aircraft and all its contents to preserve evidence.
- (iv). Prepare a site report of the accident, including the sketch and photographs of both the accident site and the wreckage.
- (v). Receive all special technical reports (Met, status of Nav-Aids etc.), relevant logbooks, messages, tapes, documents and all records of actions taken by different agencies relating to the accident.
- (vi). As soon as practicable, give specific clearance to the Aircraft Operator, Ground handling Agent, and Police for the removal of baggage, cargo and mail
- (vii). Notify the O/C Police, to lift the cordon from the Accident site.
- (viii). Liaise with Aircraft Operator, Ground Handling Agent, and CAA apron control for removal of the wreckage, or disabled aircraft from the affected movement area.
- (ix). Notify by Fax, Email or Telephone the following:
  - (a) State of Registry
  - (b) State of Operator
  - (c) State of Design
  - (d) State of Manufacture
  - (e) ICAO (for aircraft mass over 2250kg only)

### **3.1.22 Actions by DAAS**

- (i). Review the action checklist to verify that:
  - (a) the airport emergency operations centre has been activated;
  - (b) mutual aid police procedures have been initiated and secondary notification calls have been made;
  - (c) mutual aid fire departments have been notified and escort has been provided for their access to the accident site and staging areas designated;
  - (d) medical and ambulance services have been alerted and their arrivals at the designated rendezvous point or staging area have been verified;
  - (e) the affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft and this information has been passed on to appropriate participants;
  - (f) liaison has been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors, issuing of voice advisories and NOTAM advising of reduced airport rescue and firefighting protection;

- (g) government aircraft accident investigation authorities have been notified;
  - (h) the meteorological department has been notified to make a special weather observation;
  - (i) arrangements have been made for the immediate survey and photography of the affected runway to identify the location of crash debris
  - (j) arrangements have been made to secure the crash debris pending release by the investigating agencies;
  - (k) airspace reservation co-ordination offices (air traffic flow control office), if any, have been advised of reduced airport capabilities; and
  - (l) if fatalities are involved, the Medical Examiner has been notified and temporary morgue facilities designated.
  - (m) Rendezvous points and staging areas are operational.
- (ii). Co-ordinate the activities of mutual aid rescue personnel and direct their activities to maximize their efforts in consultation with the ARFFS Officer in charge.
  - (iii). Arrange the availability of the following services as required: portable emergency shelter for use by other than medical services; lavatories; drinking water; ropes, barriers, food service; portable lighting; cones, stakes, and signs; machinery, heavy equipment, extraction tools; hydraulic extraction tools and shoring materials; and communications equipment, such as megaphones, portable telephones.
  - (iv). Provide the initial briefing for the airport public information officer and then co-ordinate with the public information officer of the aircraft operator involved, when appropriate, any press releases and statements to the press.
  - (v). In consultation with the On-Scene Commander, terminate emergency operations and notify all participating mutual aid organizations.

### **3.1.23 Actions by Coordinator Health& Medical Service Providers**

- (i). Through the EOC, contact more doctors for reinforcement when needed at the site.
- (ii). Ensure First aid treatment of casualties at Triage Area.
- (iii). Co-ordinate with aircraft operator and command post for transportation of un-injured and/or minor injured passengers after first aid to the Holding Area/SRC.
- (iv). Monitor, coordinate and control the movement of casualties from crash site to hospital(s)
- (v). Keep record of passengers sent to hospital, direct from crash site and inform airline representative at the Command Post.
- (vi). As far as possible prepare a list of casualties, including names and nationalities, in conjunction with the aircraft operator and final disposition from the Airport premises.
- (vii). Coordinate care for the deceased: mortuary and post mortem.

### **3.1.24 Actions by Medical Services Personnel**

- (i) Turn-up promptly to the rendezvous point at the airport (do not delay for reasons related to transportation, use quickest means of transportation as costs for vehicle hire will be reimbursed by the operator of the aircraft involved in the accident)
- (ii) Receive instructions from the Coordinator Medical Services Providers and act as instructed.

### **3.1.25 Actions by Aircraft Operator**

- (i). Send a senior representative to the crash site (Command Post), one representative to the EOC and two or three representatives to the SRC.

- (ii). Dispatch technical/engineering staff if available, to the crash site, to assist in rescue operations and for all other technical requirements.
- (iii). Provide information regarding passenger load, flight crew compliment and any dangerous goods on board the aircraft. This information will be relayed to Fire Station Control Room or Command Post as soon as possible.
- (iv). In co-ordination with UCAA, arrange transportation of un-injured passengers and/or passengers with minor injuries who have been given first aid from crash site to SRC. Operator's representatives at the SRC will receive and collect details from Passengers on the Passenger Form, cater for their needs and give all required assistance. The names, addresses and phone numbers of the uninjured will be recorded (by the Airline and Handling Agent) so that they can be contacted in case of need.
- (v). Arrange to take crew (alive) to Pre-Arranged Facility for Medical examination.
- (vi). Make catering arrangements at crash site and passenger holding area, as may be required.
- (vii). Together with Police and GHA passenger handling staff, gather information concerning the names and addresses of all survivors and full names, addresses and telephone numbers of nearest relatives/next of-kin, so that they can be notified as soon as possible.
- (viii). At the Command Post, receive information/record from the Medical Services Coordinator/panel doctors about casualties sent to hospitals directly from the crash site. Such information/record will be passed on to the EOC, as soon as possible for matching with the hospital returns in respect of casualties attended by them/admissions made.
- (ix). Send a copy of passenger manifest, passenger enquiry forms, and passenger information forms, as soon as they are available to EOC (and the airline co-ordination center) in order that full details of passengers and crew can be built up to facilitate quick reunion process and notification of their next-of -kin/relatives.
- (x). At the Holding Area, keep record of all passengers transported to hotels and send details to the EOC. Hotels will in turn prepare and send returns of passengers accommodated with them to the EOC.
- (xi). Take charge of the baggage of all the victims and survivors in co-ordination with customs and Police Authorities and Grand Handling Agency after getting clearance of the Chief Accident Investigator.
- (xii). At the EOC, assist the next-of-kin/relatives of the dead/injured passengers to visit morgue/hospital to identify their respective relatives and also assist in their welfare requirements.
- (xiii). At site, arrange to segregate and seal all documents pertaining to the involved flight crew and aircraft.
- (xiv). Take responsibility for the removal of the wreckage or disabled aircraft as soon as cleared by the Chief Accident Investigator.
- (xv). Take responsibility for making payments for the treatment of casualties and transportation expenses related to the accident.
- (xvi). Notify the Manager Customs and the Principal Immigration Officer of any arrangements to bring into the country any emergency equipment and/or any rescue or technical team.
- (xvii). Take responsibility for underwriting all expenses incurred and payments related to the emergence: Catering; Transportation; Equipment hire and Wreckage Removal.

### **3.1.26 Actions by Duty Manager Ground Handling**

- (i). Inform the Ramp Manager and shift Superintendent.

- (ii). Inform all ramp service vans, coaches and traffic portering staff to position in front of the control office of Ground Handling Agent.
- (iii). Ensure no vehicle proceeds to the accident site unless ordered to do so by Duty Manager Operations Control responding to a request by Command Post.
- (iv). Proceed with adequate number of portering staff and vehicles to the accident site when requested by Command Post.
- (v). Arrange for offloading of baggage and cargo when cleared by both the Chief Accident Investigator and the Police Officer at the site of accident.
- (vi). In liaison with Customs Preventive Team on site, ensure security, custody of baggage/cargo and for their clearance through customs.

### **3.1.28 Actions by Duty Aviation Security Officer**

- (i). Activate AVSEC Emergency Response Procedures
- (ii). Take charge of the Rendezvous Point
- (iii). Authorize access for emergency responders (necessary clearance with the forward control point, responding services to the accident site as appropriate).
- (iv). Issue identification materials to emergency responders and ensure that they are displayed.
- (v). Ensure normal airport security operations including effective screening and access controls go on unhindered unless advised otherwise.
- (vi). Remain in constant communication and coordination with the duty operations officer, AVPOL duty officer and AVSEC operations officer, acting as may be required.
- (vii). Keep record of the incident.

### **3.1.29 Actions by Aviation Police**

- (i). The Senior Standby Officer (SSO) AVPOL immediately mobilize and dispatch Police personnel to crash site, initiates all security measures and remain in command of security until relieved by a more Senior Police Officer.
- (ii). The Senior Standby Officer (SSO) AVPOL Cordons off the entire accident site, including the wreckage and guards the same till the accident investigation authority specifically issues instructions to lift the cordon.
- (iii). Establish free traffic ingress and egress roads for emergency vehicles and personnel.
- (iv). Control traffic around the accident site and allow only authorized emergency personnel vehicles to the scene by diverting normal traffic away from the accident site
- (v). Ensure crowd control by keeping away unauthorized persons from the scene.
- (vi). Take custody of and guard personal effects and cargo removed from the aircraft, till cleared by the Chief Accident Investigator.
- (vii). Take custody of dead bodies and arrange their transportation to Entebbe Referral Hospital, in accordance with Police practices and procedures as well as the temporary morgue and record of the same be taken to the EOC as soon as possible.
- (viii). Maintaining an adequate log of events throughout their deployment during the emergency.
- (ix). Inform Entebbe Police Station for reinforcements, establish and maintain Radio Link with Information Room at Police Headquarters, Kampala and institute criminal investigations where necessary.

### **3.1.30 Actions by UPDAF Safety Unit**

- (i). Inform:

- (a) Base Commander on telephone: +256414320266
- (b) Operations Officer on telephone: +256414320098
- (c) Administration Officer on telephone: +256414321032
- (ii). Dispatch RFF personnel and Fire Engines available to reinforce ARFFS resources.
- (iii). Deploy helicopter to assist in rescue operations using winch, or if suitable space is available by landing near the crash site.
- (iv). Arrange and provide helicopter, as may be required to bring Doctors from Kampala and/or transporting casualties to hospitals in Kampala as may be decided by the Medical Co-coordinator at the accident site.

#### **3.1.31 Actions by Police Air Wing**

- (i). Deploy helicopter to assist in rescue operations using winch and/or if suitable space is available by landing near the crash site.
- (ii). Deploy helicopter, as may be required, to transport doctors from Kampala and/or evacuate casualties to Kampala Hospitals as may be decided by the Medical Co-coordinator at the accident site.

#### **3.1.32 Actions by Principal Immigration Officer**

- (i). Notify the Senior Immigration Officer on duty, who will alert all staff available.
- (ii). Liaise with the representative of the aircraft operator involved in the accident and/or Ground Handling Agent to obtain POB/copy of the Passenger manifest if available.
- (iii). Deploy at Holding Area (SRC) to clear the uninjured persons and those with minor injuries as they are presented.
- (iv). Make special arrangements to facilitate temporary entry into the country for all required rescue and other specialist teams from abroad.

#### **3.1.33 Actions by Manager Customs**

- (i). Inform and alert all staff available on receipt of information of the accident.
- (ii). Report to the Command Post and liaise with Police, Ground Handling Agent, and airline representative, to remove baggage and cargo from the site and see to their custody and clearance through Customs.
- (iii). Facilitate smooth flow of equipment and materials that may be needed and brought into the country by the aircraft operator or any rescue team dealing with the emergency.

#### **3.1.34 Actions by MONUSCO**

- (i). Dispatch RFF personnel and resources available to reinforce efforts of ARFFS.
- (ii). Deploy helicopters as need arises;
- (iii). Provide First aid services
- (iv). Provide any other resources necessary for the emergency operations.

#### **3.1.35 Actions by Entebbe Police Fire Brigade**

- (i). Dispatch RFF personnel and resources available to back up EIA ARFFS.
- (ii). Liaise with Kampala Police Fire Brigade for reinforcement.

### 3.2 Accidents off Airport – Land

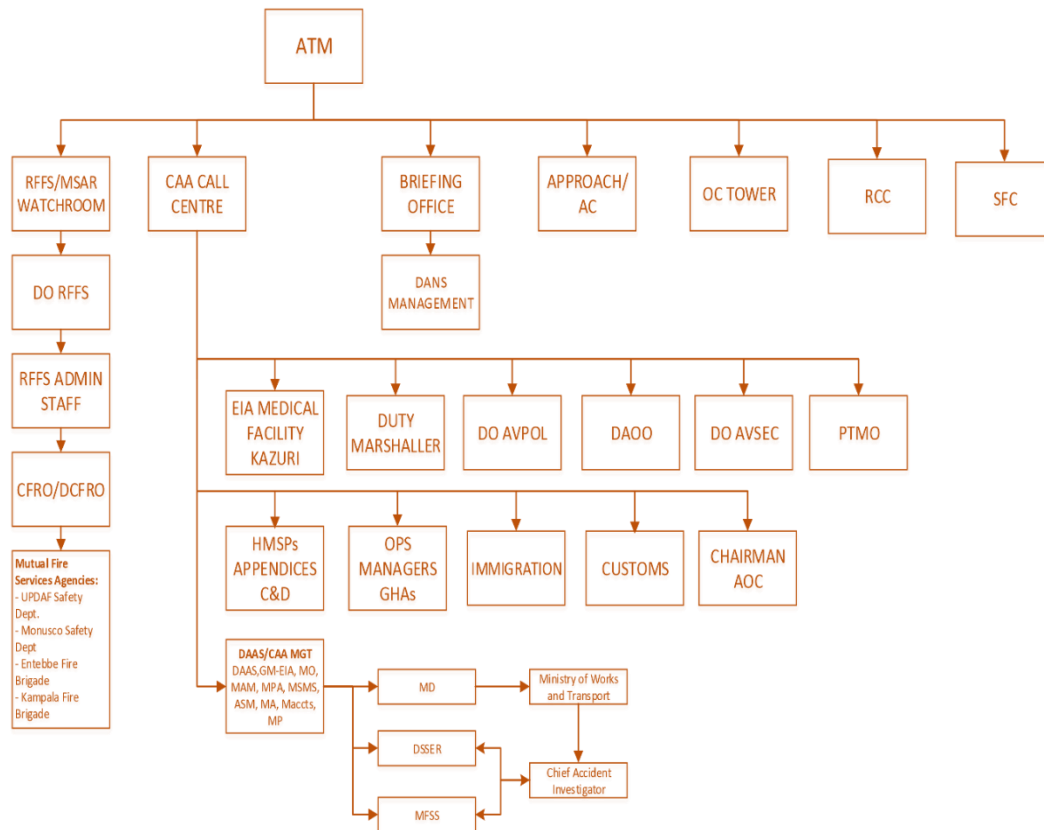


Figure 2: Communication flow during Accident off Airport-Land

#### 3.2.1 Actions by ATC

Follow the actions of ATC for accidents on airport and replace the emergency message “**Aircraft Accident on Airport**” with “**Aircraft Accident off Airport – Land**”.

#### 3.2.2 Actions by ARFFS

- (i). **Watch Room:** Follow the actions of Watch Room for accidents on airport and replace the emergency message “Aircraft Accident on Airport” with “Aircraft Accident off Airport – Land”.
- (ii). **Crew:** Follow the actions of crew for accidents on airport
- (iii). **Non-shift ARFFS Officers:** Follow the actions for accidents on airport
- (iv). **Actions by Duty Fire Station Officer:** Follow the actions for accidents on airport
- (v). **Actions by Deputy Chief Fire Officer:** Follow the actions for accidents on airport
- (vi). **Actions by Chief Fire Officer:** Follow the actions for accidents on airport

#### 3.2.3 Actions by MRS

Watch Room Attendants: Follow the actions of MRS Watch Room Attendant for accidents on airport and replace the emergency message “Aircraft Accident on Airport” with “Aircraft Accident off Airport – Land”.

**Actions by MRS Crew:** Follow the actions of MRS Crew for accidents on airport

**Actions by MRS Duty Officer:** Follow the actions of MRS Duty officer for accidents on airport.

**Actions by Non-shift MRS Officers:** Follow the actions of Non-Shift MRS Officers for accidents on airport.

**Actions by DCFO-M:** Follow the actions of DCFO-M for accidents on airport.

### **3.2.4 Actions by Briefing Officer**

Follow the actions of Briefing officer for accidents on airport and replace the emergency message "Aircraft Accident on Airport" with "Aircraft Accident off Airport – Land".

### **3.2.5 Actions by Airport Call Centre**

Follow the actions of Airport Call Centre for accidents on airport and replace the emergency message "Aircraft Accident on Airport" with "Aircraft Accident off Airport – Land".

### **3.2.6 Actions by Marshaller (Shift Leader)**

Follow the actions of Marshaller for accidents on airport.

### **3.2.7 Actions by Duty Airport Operations Officer**

Follow the actions of Duty Airport Operations officer for accidents on airport.

### **3.2.8 Actions by Principal Transport and maintenance Officer**

Follow the actions of PTMO for accidents on airport.

### **3.2.9 Actions by OC Tower**

Follow the actions of OC Tower for accidents on airport.

### **3.2.10 Actions by Duty Officer Meteorology**

Follow the actions of Duty Officer Meteorology for accidents on airport.

### **3.2.11 Actions by Chief Accident Investigator**

Follow the actions of Chief Accident Investigator for accidents on airport.

### **3.2.12 Actions by DAAS and or GM-EIA**

Follow the actions of DAAS and or GM-EIA for accidents on airport.

### **3.2.13 Actions by Aviation Police and other Security Agencies**

- (i). The first security/police officer to arrive will immediately assume security responsibility, establish free traffic lanes on ingress and egress roads for emergency vehicles, and request reinforcements as needed. He remains in command of security until relieved by the appropriate law enforcement authority who has jurisdiction over the area.
- (ii). Traffic flow and site security are the primary responsibility of police and security personnel. They notify the appropriate communications Centre of the location of the accident and available means of access and egress.
- (iii). After consultation with the on-scene commander, initiate traffic control measures in order to aid responding emergency vehicles.
- (iv). Security personnel and police will be needed to handle traffic in the vicinity of the accident site and to prevent disturbance of material scattered over the accident site.
- (v). The emergency site is cordoned off as soon as possible to exclude intruders, press, sightseers, onlookers and souvenir hunters. Appropriate markings will be displayed prominently, advising all



persons of possible hazards that may cause serious injury should they encroach on the area. In order to prevent ignition of fuel vapors, flares should not be used within a distance of approximately 100m off the accident site.

- (vi). Communications between all security check points and the command post and/or emergency operations center will be implemented as soon as possible.
- (vii). Notification of other agencies be carried out as soon as possible.
- (viii). Identification arm bands, site passes, or I.D. tags are to be issued by the controlling authority and monitored by security and police officers.
- (ix). Special security provisions are necessary to protect the flight data and cockpit voice recorders, to protect mail, to secure any dangerous goods which may be present, and to protect personnel from exposure to radioactive materials, if necessary.

### **3.2.14 Actions by Emergency Medical Services Agencies**

Follow the actions of EMS for accidents on airport.

### **3.2.15 Actions by Aircraft Operators**

Follow the actions of Aircraft operator for accidents on airport.

### **3.2.16 Actions by All Other Agencies**

Follow the corresponding actions for accidents on airport.

### 3.3 Accidents off Airport – Water

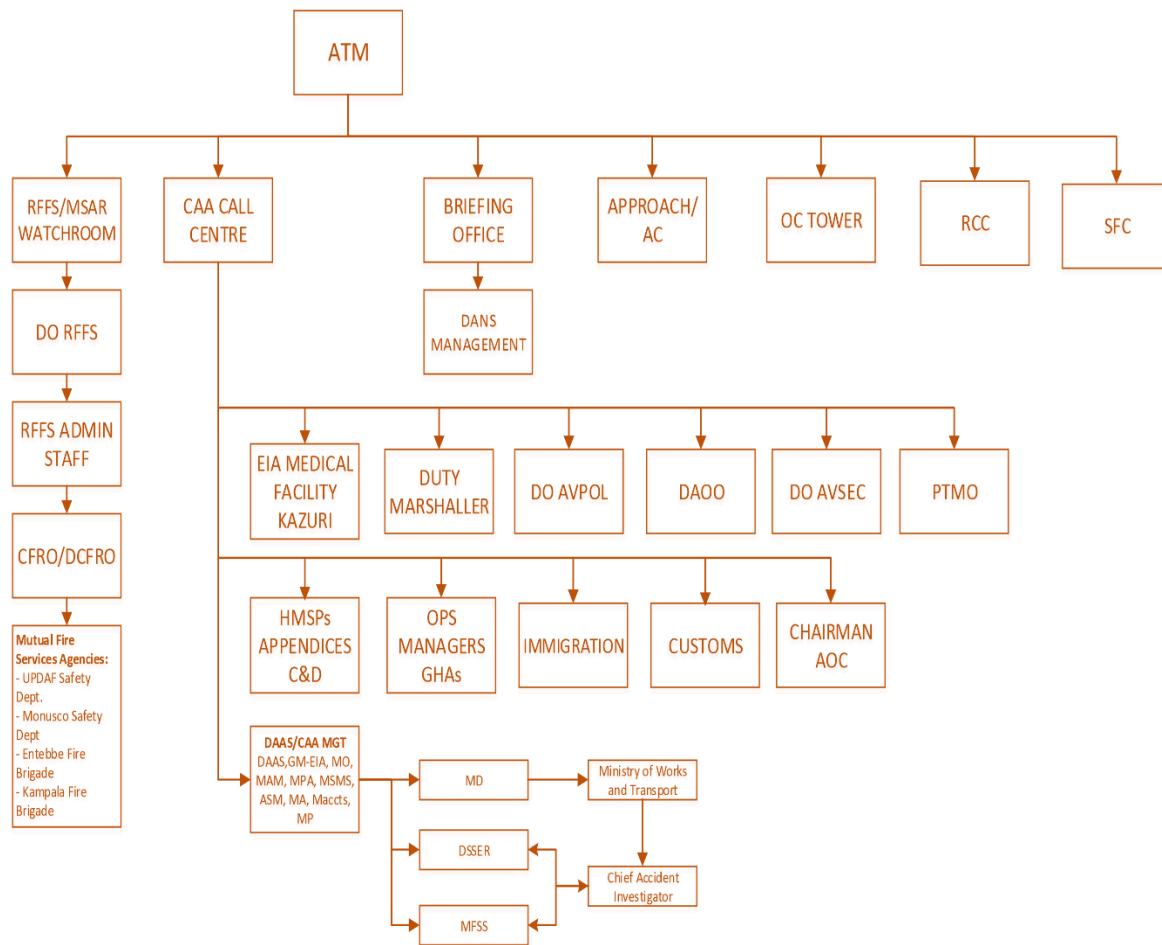


Figure 4: Communication flow during Accident off Airport-Water

#### 3.3.1 Actions by ATC

Follow the actions of ATC for accidents on airport and replace the emergency message “Aircraft Accident on Airport” with “Aircraft Accident off Airport - Water”.

#### 3.3.2 Actions by MRS Watch Room Officer

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.1)

#### 3.3.3 Actions by MRS Crews

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.3)

#### 3.3.4 Actions by MRS Duty Officer

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.2)

### **3.3.5 Actions by MRS Station Officer**

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.4)

### **3.3.6 Actions by DCFO-M**

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.6)

### **3.3.7 Actions by Fire Station Watch Room Officer**

- (i). Receive and record the message on the Emergency Message Form.
- (ii). Activate the crash alarm
- (iii). Announce "Aircraft Accident off Airport - Water x 3" consecutively on Public Address System (PAS)
- (iv). Inform Duty Officer Fire Station on Extension, Tetra radio or Mobile Telephone, giving the following information:
  - (a) "Aircraft Accident off Airport - Water"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Grid location of the accident site
  - (f) Time of accident
  - (g) POB (if known)
  - (h) Endurance
  - (i) Other information, e.g. Dangerous goods if known
- (v). Inform the Non-Shift ARFFS Officers, DCFO and CFO on Extensions, Tetra radio or Mobile Telephones and give details as in (iv) above.
- (vi). Monitor communication and respond as needed.
- (vii). Record all the occurrences chronologically in the Station log book.

### **3.3.8 Actions by ARFFS Crews**

Provide backup to the MRS operations as and when necessary while ensuring that ARFFS category (9) for EIA is maintained.

### **3.3.9 Actions by Fire Station Duty Officer**

Deploy ARFFS crew as backup to the MRS operations as and when necessary while ensuring that ARFFS category (9) for EIA is maintained.

### **3.3.13 Actions by CFO**

Execute MRS procedure number 12 (Procedure for responding to Aircraft Accidents on water Steps 12.4.7)

### **3.3.14 Action by UCAA Rescue coordination Centre**

Inform all rescue units within their areas of responsibility, including units providing aircraft, helicopters and special rescue teams about the accident while providing all necessary information in accordance with their local procedures

### **3.3.15 Actions by Briefing Officer**

Follow the actions of Briefing officer for accident on-airport and replace the emergency message "Aircraft Accident on Airport" with "Aircraft Accident off Airport - Water".

### **3.3.16 Actions by Airport Call Centre**

Follow the actions of Airport Call Centre for accidents on airport and replace the emergency message "Aircraft Accident on Airport" with "Aircraft Accident off Airport - Water".

### **3.3.17 Actions by Marshaller (Shift Leader)**

- (i). Find out the following information from concerned airline;
  - (a) POB
  - (b) Fuel on board
  - (c) Any dangerous cargo on board
- (ii). Pass information received in (i) above to command post.
- (iii). Provide assistance required by command post.

### **3.3.18 Actions by Duty Airport Operations Officer**

Follow the actions of Airport Operations Officer for accidents on airport.

### **3.3.19 Actions by Principal Transport and Maintenance Officer**

Follow the actions of PTMO for accidents on airport.

### **3.3.20 Actions by O/C Tower**

Follow the actions of OC- Tower for accidents on airport.

### **3.3.21 Actions by Duty Officer Meteorology**

Follow the actions of Duty Officer Meteorology for accidents on airport.

### **3.3.22 Actions by Investigator of Accidents**

Follow the actions of Chief Investigator of accidents for accidents on airport.

### **3.3.23 Actions by DAAS**

Follow the actions of DAAS for accidents on airport.

### **3.3.24 Actions by Coordinator Emergency Medical Services Agencies**

Follow the actions of Coordinator EMS for accidents on airport.

### **3.3.25 Actions by Emergency Medical Services Personnel**

Follow the actions of Emergency Medical Services Personnel for accidents on airport.

### **3.3.26 Actions by Aircraft Operator**

Follow the actions of Aircraft Operator for accidents on airport.

### **3.3.27 Actions by Duty Manager Ground Handling**

Follow the actions of Manager Ground Handling for accidents on airport.

### **3.3.28 Actions by MAM**

Follow the actions of MAM for accidents on airport.

### **3.3.29 Actions by Duty Officer Aviation Security.**

Follow the actions of Duty Officer AVSEC for accidents on airport.

### **3.3.30 Actions by AVPOL**

Follow the actions of AVPOL for accidents on airport.

### **3.3.31 Actions by UPDAF Safety Unit**

(i). Inform:

- (a) Base Commander on telephone +256414320266
- (b) Operations Officer on telephone number +256414320098
- (c) Administration Officer on telephone number +256414321032

(ii). Dispatch open water lifesavers and divers to reinforce the efforts of MRS

(iii). Deploy a helicopter Compatible with Lake Operations to assist search and rescue operations.

(iv). Arrange and provide helicopter, as may be required to bring Doctors from Kampala and/or transporting casualties to hospitals in Kampala as may be decided by the Medical Co-coordinator at the accident site.

(v). Dispatch any relevant Search and Rescue resources.

### **3.3.32 Actions by UPDF Marine Unit**

(i). Dispatch open water lifesavers and divers to reinforce the efforts of MRS

(ii). Dispatch any relevant Search and Rescue resources for use in the operations.

### **3.3.33 Actions by Police Air Wing**

(i). Deploy a helicopter Compatible with Lake Operations to assist search and rescue operations.

(ii). Deploy helicopter, as may be required, to transport doctors from Kampala and/or evacuate casualties to Kampala Hospitals as may be decided by the Medical Co-coordinator at the accident site.

### **3.3.34 Actions by Principal Immigration Officer**

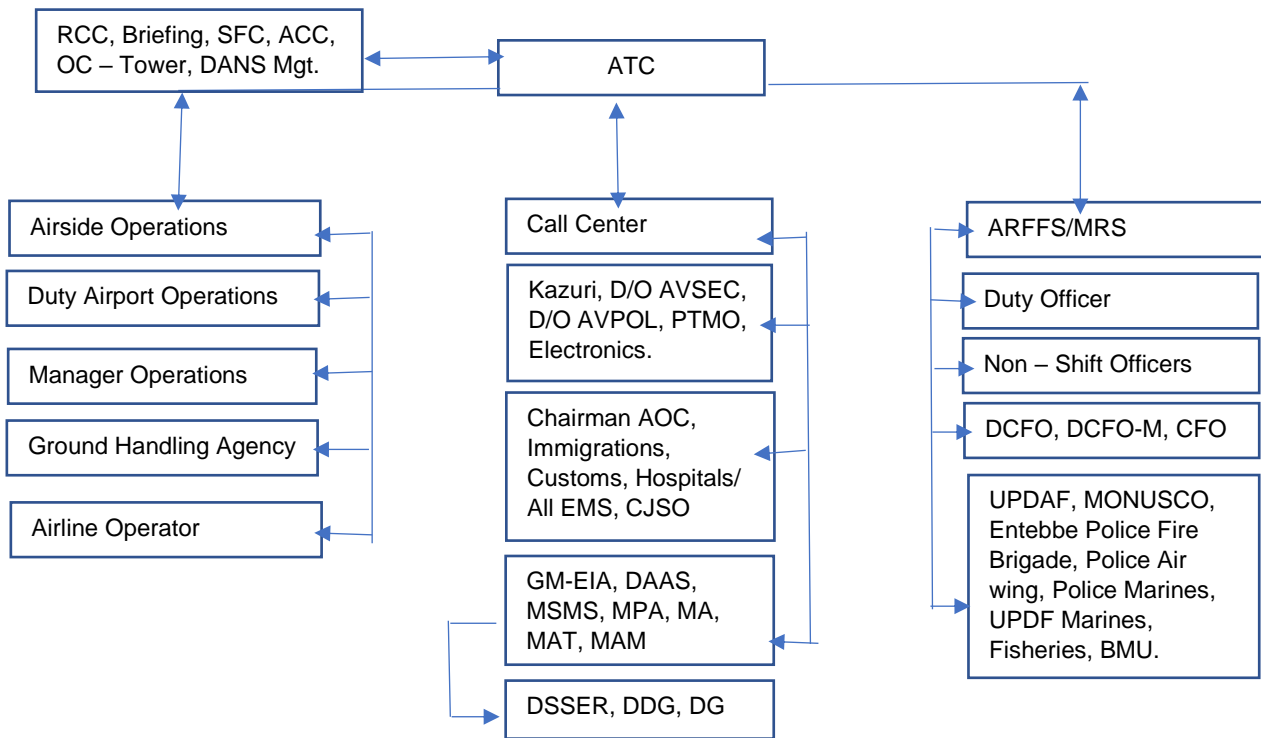
Follow the actions of Principal Immigration Officer for accidents on airport.

### **3.3.35 Actions by Manager Customs**

Follow the actions of Manager Customs for accidents on airport.

### 3.4 Full Emergency

#### Alerting & Activation/ Notification/ Communication Flow



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
 2- D/O AVPOL will escalate his notifications up to Commandant.

#### Actions by ATC

- (i). Inform ARFFS/MRS Watch Rooms, Call Center and Airside Operations on Tie-line or Respective Telephone Extensions, giving the following details:
  - (a) "Full Emergency"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Estimated Time of Arrival
  - (g) Runway in Use
  - (h) Pilot's Intention.
  - (i) POB
  - (j) Endurance
  - (k) Other information, e.g. Dangerous goods if known
- (ii). Advise the pilot to tune to frequency 121.6 for direct communication to ARFFS.
- (iii). Inform: Briefing, RCC, ACC, OC Tower, and SFC, giving the details in (i) above.
- (iv). Inform ARFFS/MRS, Call Center and Airside operations on the status of the emergency including upgrade to accident or a stand down on Tie-line or respective Telephone Extensions.

#### Actions by Fire Station Watch Room Officer

Execute RFFS procedure 23, action 23.4.1 (procedure for full emergency response).

**Actions by ARFFS Crews:**

Execute RFFS procedure 23, action 23.4.2 (procedure for full emergency response).

**Actions by the Fire Station Duty Officer:**

Execute RFFS procedure 23, action 23.4.3 (procedure for full emergency response).

**Actions by MRS Watch Room Officer**

- (i). Receive and record message on Emergency Message Form
- (ii). Activate station alarm
- (iii). Announce on PAS "Full Emergency" x 3 consecutively.
- (iv). Inform the MRS Duty Officer on Tetra Radio or Mobile Telephone and give the following details:
  - (a) "Full Emergency"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Estimated Time of Arrival
  - (g) Runway in Use
  - (h) Pilot's Intention.
  - (i) POB (if known)
  - (j) Endurance
  - (k) Other information, e.g. Dangerous goods,
- (i). Notify the Station Officer and DCFO-M about the full emergency.
- (ii). Record events chronologically in the Station log book.

**Actions by MRS Crews:**

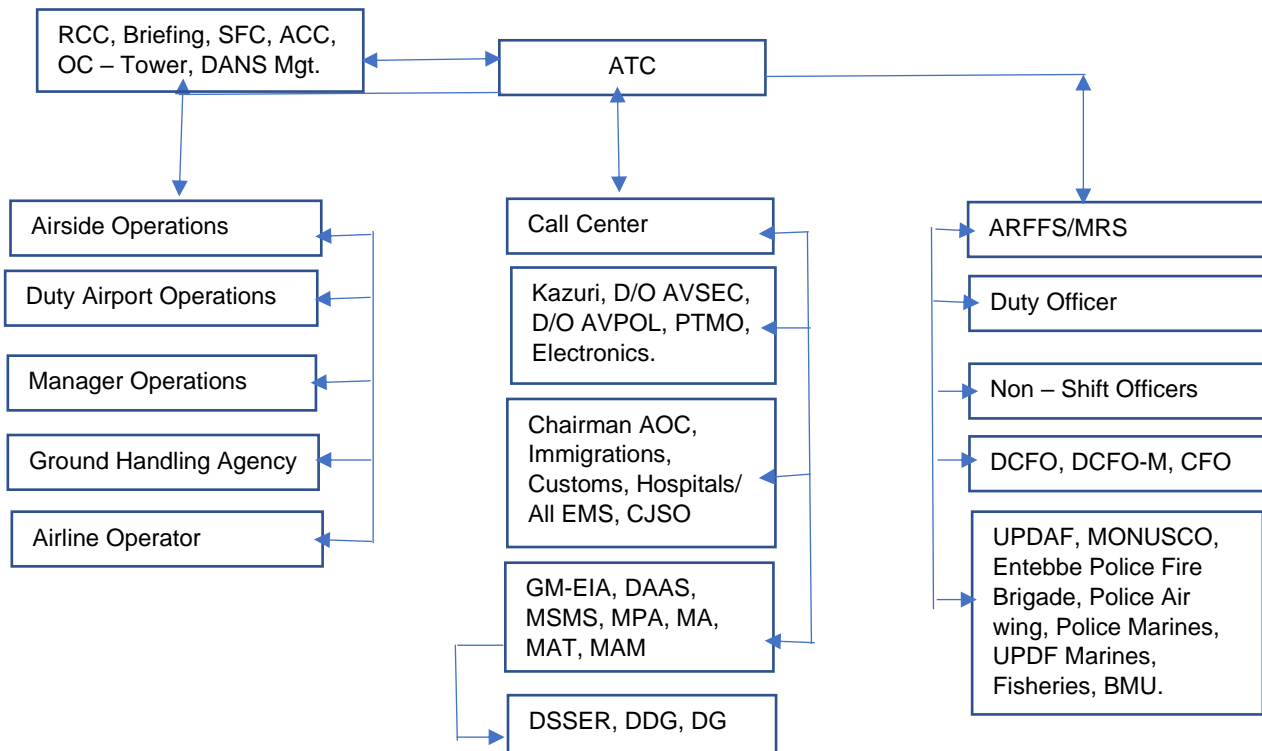
- (i). Mount the respective Rescue boats.
- (ii). Don PPE.
- (iii). Start and keep boat engines running and wait for instructions from D/O.
- (iv). Act as directed by the D/O and return to station when stand down is declared.

**Actions by MRS Duty Officer:**

- (i). Don PPE.
- (ii). Receive message from Watch Room.
- (iii). If required, communicate to the pilot on Frq.121.6.
- (iv). Give relevant instructions to the crews and dispatch them.
- (v). Communicate stand down to the crews when received from Watch room or ATC.

### 3.5 Low Visibility Standby/ Incidents

#### Alerting & Activation/ Notification/ Communication Flow



Note: 1- D/O AVSEC will escalate his notifications up to ASM  
 2- D/O AVPOL will escalate his notifications up to Commandant.

#### Actions by ATC

- (i). Activate low visibility standby when visibility drops below 2000 metres and operations involving aircrafts are ongoing or low visibility incident if an aircraft on the ground is involved in an incident.
- (ii). Inform ARFFS/MRS Watch Rooms, Call Center and Airside Operations on Tie-line or Respective Telephone Extensions, stating whether it is a standby or an incident. If it is a standby, provide clearance to RFF vehicles to proceed to the standby positions. If it is an incident, give the following details:
  - (a) "Low Visibility Incident"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Aircraft location.
  - (g) POB (if known).
  - (h) Endurance
  - (i) Other information, e.g. Dangerous goods if known
- (iii). Advise pilots to tune to frequency 121.6 for direct communication to ARFFS if required.
- (iv). Inform: Briefing, RCC, ACC, OC Tower, and SFC to be alert if it is a standby or give the details in (ii) above if it is an incident.



- (v). Inform ARFFS/MRS, Call Center and Airside operations on the status including upgrade to accident or a stand down on Tie-line or Respective Telephone Extensions.

**Actions by Fire Station Watch Room Officer**

- (i). Receive and record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS “Low Visibility Standby” or “Low Visibility Incident” x 3 consecutively.
- (iv). Inform the Fire Station Duty Officer on Extension or Tetra Radio or Mobile telephone and give the following details if it is a Low Visibility Incident.
  - (a) “Low Visibility Incident”
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Aircraft location.
  - (g) POB
  - (h) Endurance
  - (i) Other information, e.g. Dangerous goods if known
- (v). Notify the following of the standby: Non -Shift ARFFS Officers, DCFO and CFO
- (vi). Inform the Fire Station Duty Officer, Non – Shift ARFFS Officers, DCFO and CFO on the status of the emergency including upgrade to accident or a stand down.
- (vii). Record all the occurrences chronologically in the Station log book.

**Actions by ARFFS Crews:**

Execute RFFS procedure 23, action 23.4.2 (procedure for full emergency response).

**Actions by the Fire Station Duty Officer:**

Execute RFFS procedure 23, action 23.4.3 (procedure for full emergency response).

**Actions by MRS Watch Room Officer**

- (i). Receive and record message on Emergency Message Form
- (ii). Activate station alarm
- (iii). Announce on PAS “Low Visibility Standby” or “Low Visibility Incident” x 3 consecutively.
- (iv). Inform the MRS Duty Officer on Tetra Radio or Mobile Telephone and give the following details if it is a Low Visibility Incident.
  - a) “Low Visibility Incident”
  - b) Type of aircraft
  - c) Aircraft Operator
  - d) Call sign
  - e) Nature of problem
  - f) Aircraft location.
  - g) POB
  - h) Endurance
  - i) Other information, e.g. Dangerous goods if known;
- (v). Notify the following of the Standby: Station Officer, DCFO-M and CFO.
- (vi). Inform the MRS Duty Officer, Station Officer, DCFO-M and CFO on the status of the emergency including upgrade to accident or a stand down.
- (vii). Record all the occurrences chronologically in the Station log book.

**Actions by MRS Crews:**

- (i). If it is a standby, mount the respective Rescue boats, Don PPE, start and keep the boat engines running and wait for instructions from the D/O.
- (ii). If it is an Incident mount the standby vehicle, Don PPE and wait for instructions from the D/O
- (iii). Act as directed by the D/O and return to the station when stand down is declared.

**Actions by MRS Duty Officer:**

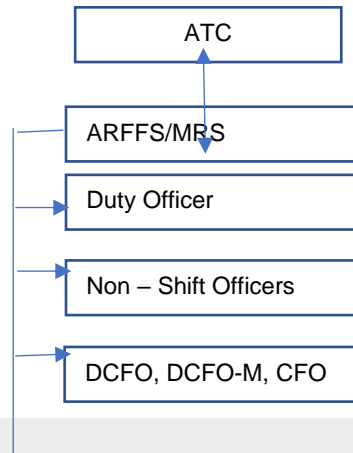
- (i). Don PPE.
- (ii). Receive message from Watch Room.
- (iii). If required, communicate to the pilot on frequency 121.6.
- (iv). Give relevant instructions to the crews and dispatch them.
- (v). Communicate stand down to the crews when received from Watch room or ATC.

**Actions by Other agencies**

- (i). All Agencies with notification roles escalate their notifications.
- (ii). Maintain state of readiness at respective locations and act accordingly when informed of upgrade to accident or stand down.

### 3.6 Local Standby- (Aircraft/ Bad weather)

#### Alerting & Activation/ Notification/ Communication Flow



#### Actions by ATC

- (i). Inform ARFFS and MRS on Tie-line or telephone Extension of the standby and give the following details:
  - (a) “Local Standby”
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Estimated Time of Arrival
  - (g) Runway in Use
  - (h) Pilot’s Intention.
  - (i) POB (if known)
  - (j) Endurance
  - (k) Other information, e.g. Dangerous goods.
- (ii). Advise the pilot to tune to frequency 121.6 for direct communication to ARFFS.
- (iii). Inform ARFFS and MRS on the status of the emergency including upgrade to full emergency or accident and a stand down on Tie-line or Respective Telephone Extensions.

#### Actions by Fire Station Watch Room Officer

Execute RFFS procedure 18, action 14.4.1 (procedure for Local standby- Aircraft).

#### Actions by the Fire Station Duty Officer

Execute RFFS procedure 18, action 18.4.2 and 18.4.4 (procedure for Local standby- Aircraft).

#### Actions by ARFFS Crews

Execute RFFS procedure 18, action 14.4.3 (procedure for Local standby- Aircraft).

#### Actions by MRS Watch Room Officer

- (i). Record message on Emergency Message Form
- (ii). Activate station alarm

- (iii). Announce on PAS "Local Standby" x 3 consecutively.
- (iv). Inform the MRS Duty Officer, Station Officer, Non-Shift MRS Officers and DCFO-M on Tetra Radio or Mobile Telephone and give the following details:
  - (a) "Local Standby"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Estimated Time of Arrival
  - (g) Runway in Use
  - (h) Pilot's Intention.
  - (i) POB
  - (j) Endurance
- (v). Other information, e.g. Dangerous goods Inform the MRS Duty Officer, Station Officer, Non-Shift MRS personnel and DCFO-Mon the status of the emergency including upgrade to full emergency or accident and a stand down.
- (vi). Record all the occurrences chronologically in the Station log book.

#### **Actions by MRS Crews**

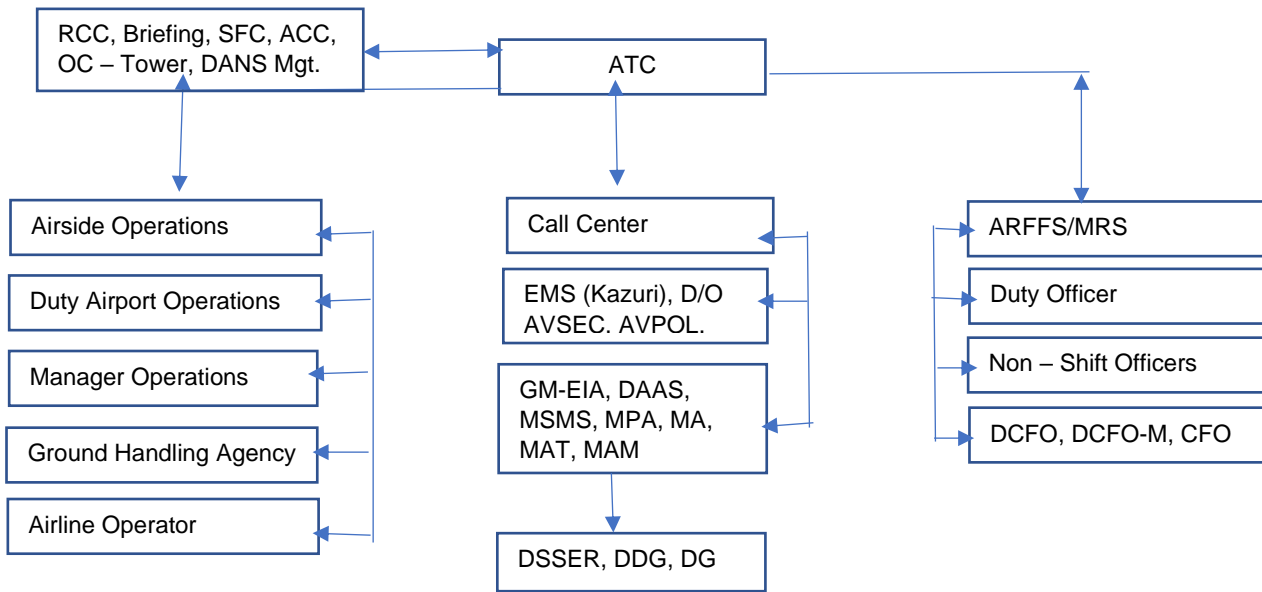
- (i). Mount the respective Rescue boats.
- (ii). Don PPE.
- (iii). Start and keep the engines running and wait for instructions from D/O.
- (iv). Act as directed by the D/O including a stand down when declared.

#### **Actions by MRS Duty Officer**

- (i). Don PPE.
- (ii). Receive message from Watch Room.
- (iii). Give relevant instructions to the crews.
- (iv). Communicate stand down to the crews when received from Watch room or ATC.

### 3.7 Ground Incident involving Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



- Note:**
- 1- D/O AVSEC will escalate his notifications up to ASM
  - 2- D/O AVPOL will escalate his notifications up to Commandant.
  - 3- Any agency other than ATC to first become aware of the incident informs ATC.

#### Action by ATC

- (i). Inform ARFFS, Airside Operations and Call Center on Telephone extension or Tie line and give the following details;
  - (a) "Aircraft Ground Incident"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Incident Location
  - (g) POB (if known)
  - (h) Endurance (if known)
  - (i) Other information, e.g. Dangerous goods if known
- (ii). Provide clearance for ARFFS Vehicles responding to the incident.
- (iii). Advise the pilot to tune to frequency 121.6 for direct communication to ARFFS.

#### Actions by Fire Station Watch Room Officer

- (i). Receive and record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Aircraft Ground Incident" x 3 consecutively.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS personnel, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give the following details:
  - (a) "Aircraft Ground Incident"

- (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Nature of problem
  - (f) Incident Location
  - (g) POB (if known)
  - (h) Fuel On board (If known)
  - (i) Other information, e.g. Dangerous goods, if known
- (i). Record all the occurrences chronologically in the Station log book.

### **Actions by ARFFS Crews**

- (i). Mount the respective Fire Engines and Ambulances.
- (ii). Don PPE and BA.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engines running and wait for instructions from D/O.
- (v). Proceed to the incident location, obtain guidance from the Pilot or Airline crew and act accordingly.

### **Actions by the Fire Station Duty Officer**

- (i). Mount the Fire One.
- (ii). Don PPE.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engine running.
- (v). Receive message from Watch Room.
- (vi). Obtain clearance from ATC for response to the incident.
- (vii). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

### **Action by Airside operations**

- (i). Receive and record incident message.
- (ii). Dispatch "Follow- me" to the incident location.
- (iii). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operator about the incident giving details received from ATC.
- (iv). Coordinate with the GHAs on response actions.
- (v). Arrange for the escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.

### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment.
- (ii). Transport passengers, crew and baggage from incident location.
- (iii). Represent the Aircraft Operator where necessary.

### **Action by the Aircraft Operator**

- (i). Proceed to the Incident location.
- (ii). Provide necessary incident operations support.
- (iii). Arrange for Aircraft removal when required.
- (iv). Meet the costs of the Incident operation.

**Action by Call Centre**

Inform the agencies mentioned in the communication flow.

**Action by Airport Health and Medical Services Coordinator**

- (i). Dispatch Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

### **3.8 Aircraft in Flight Incident - Severe Turbulence**

For all Aircraft in flight Incident, the ARFFS duty Officer will declare;

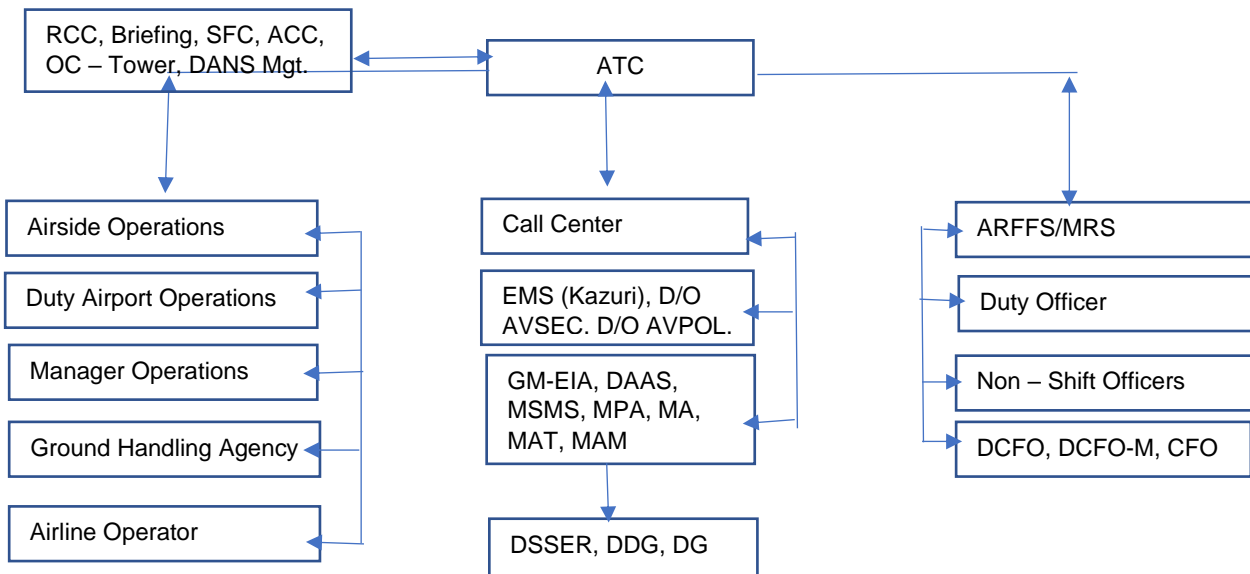
- i. Full emergency
- ii. Local standby
- iii. Low visibility standby
- iv. Weather Standby

Depending on the severity of the rapid assessment of the problem facing the Aircraft and its occupants.



### 3.9 Compound Aircraft Emergency: Aircraft-Structure

#### Alerting & Activation/ Notification/ Communication Flow



- Note:**
- 1- D/O AVSEC will escalate his notifications up to ASM
  - 2- D/O AVPOL will escalate his notifications up to Commandant.
  - 3- Any agency other than ATC to first become aware of the incident informs ATC.

#### Action by ATC

- (i). Inform ARFFS, Airside Operations and Call Center on Telephone extension or Tie when aware of a collision of an Aircraft with structures and give the following details;
  - (a) "Compound Emergency – Aircraft-Structure"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Emergency Location
  - (f) POB (if known)
  - (g) Number of injuries and degree of structural damages (if known)
  - (h) Other information, e.g. Dangerous goods, Fuel On board (if known).
- (ii). Provide clearance for ARFFS Vehicles responding to the incident.
- (iii). Advise the pilot to tune to frequency 121.6 for direct communication to ARFFS.

#### Actions by Fire Station Watch Room Officer

- (i). Record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Compound Emergency – Aircraft-Structure" x 3 consecutively.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS Officers, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give the following details:

- (a) "Compound Emergency – Aircraft-Structure"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Incident Location
  - (f) POB (if known)
  - (g) Number of injuries and degree of structural damages (if known)
  - (h) Other information, e.g. Dangerous goods, Fuel On board if known
- (v). Record all the occurrences chronologically in the Station log book.

#### **Actions by ARFFS Crews**

- (i). Mount the respective Fire Engines and Ambulances.
- (ii). Don PPE and BA.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engines running and wait for instructions from D/O.
- (v). Proceed to the incident location, obtain guidance from the Pilot or Airline crew and act accordingly.
- (vi). Embark on fire suppression activity if the incident involves fire and apply foam on any fuel spillage to prevent any fire outbreak or the fuel spillage from spreading into structures, watercourses and drains.
- (vii). Evacuate passengers from the affected Aircraft and assist them to safety

#### **Actions by the Fire Station Duty Officer**

- (i). Mount the Fire One.
- (ii). Don PPE.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engine running.
- (v). Receive message from Watch Room.
- (vi). Obtain clearance from ATC for response to the incident.
- (vii). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

#### **Action by Airside operations**

- (i). Record incident message.
- (ii). Dispatch "Follow- me" to the incident location.
- (iii). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operator of the incident giving details received from ATC.
- (iv). Coordinate with the GHAs on response actions.
- (v). Arrange for the escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.

#### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment.
- (ii). Transport passengers, crew and baggage from incident location.
- (iii). Represent the Aircraft Operator where necessary.

#### **Action by the Aircraft Operator**

- (i). Proceed to the Incident location.

- (ii). Provide necessary incident operations support.
- (iii). Arrange for Aircraft removal when required.
- (iv). Meet the costs of the Incident operation.

**Action by Call Centre**

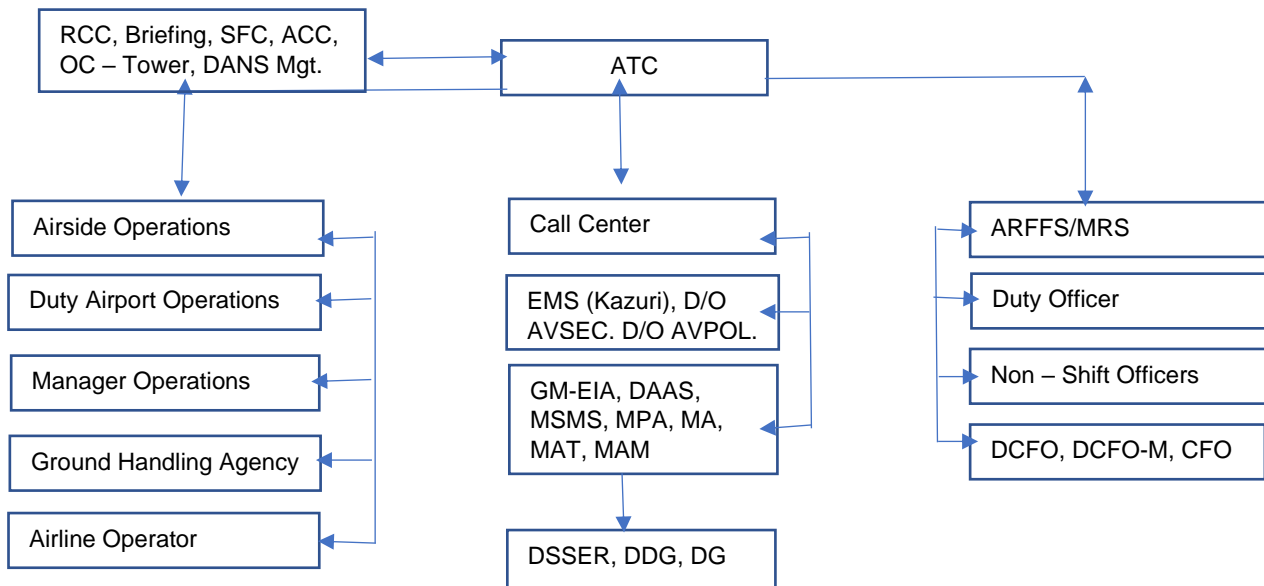
Inform the agencies mentioned in the communication flow.

**Action by Airport Health and Medical Services Coordinator**

- (i). Dispatch Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

### 3.10 Compound Aircraft Emergency: Aircraft-Fuelling Facilities

#### Alerting & Activation/ Notification/ Communication Flow



- Note:**
- 1- D/O AVSEC will escalate his notifications up to ASM
  - 2- D/O AVPOL will escalate his notifications up to Commandant.
  - 3- Any agency other than ATC to first become aware of the incident informs ATC.

#### Action by ATC

- (i). Inform ARFFS, Airside Operations and Call Center on Telephone extension or Tie when aware of a collision of an Aircraft with structures and give the following details;
  - (a) "Compound Emergency – Aircraft-Fuelling Facilities"
  - (b) Type of aircraft
  - (c) Aircraft Operator
  - (d) Call sign
  - (e) Emergency Location
  - (f) POB (if known)
  - (g) Number of injuries and degree of structural damages (if known)
  - (h) Other information, e.g. Dangerous goods, Fuel On board (if known).
- (ii). Provide clearance for ARFFS Vehicles responding to the incident.
- (iii). Advise the pilot to tune to frequency 121.6 for direct communication to ARFFS.

#### Actions by Fire Station Watch Room Officer

- (i). Record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Compound Emergency – Aircraft/ Fuelling Facilities" x 3 consecutively.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS personnel, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give the following details:
  - (a) "Compound Emergency – Aircraft-Fuelling Facilities"

- (b) Type of aircraft
- (c) Aircraft Operator
- (d) Call sign
- (e) Incident Location
- (f) POB (if known)
- (g) Other information, e.g. Dangerous goods, Fuel On board if known
- (h) Number of injuries and degree of structural damages (if known)

(v). Record all the occurrences chronologically in the Station log book.

### **Actions by ARFFS Crews**

- (i). Mount the respective Fire Engines and Ambulances.
- (ii). Don PPE and BA.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engines running and wait for instructions from D/O.
- (v). Proceed to the incident location, obtain guidance from the Pilot or Airline crew and act accordingly.
- (vi). Embark on fire suppression activity if the incident involves fire and apply foam on any fuel spillage to prevent any fire outbreak or the fuel spillage from spreading into structures, watercourses and drains.
- (vii). Evacuate passengers from the affected Aircraft and assist them to safety.

### **Actions by the Fire Station Duty Officer**

- (i). Mount the Fire One.
- (ii). Don PPE.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engine running.
- (v). Receive message from Watch Room.
- (vi). Obtain clearance from ATC for response to the incident.
- (vii). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

### **Action by Airside operations**

- (i). Record incident message.
- (ii). Dispatch "Follow- me" to the incident location.
- (iii). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operator of the incident giving details received from ATC.
- (iv). Coordinate with the GHAs on response actions.
- (v). Arrange for the escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.

### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment.
- (ii). Transport passengers, crew and baggage from incident location.
- (iii). Represent the Aircraft Operator where necessary.

**Action by Fuelling Facility**

- (i). Immediately stop the fuel flow by closing the valve.
- (ii). Follow the department procedures on fuel spillage.

**Action by the Aircraft Operator**

- (i). Proceed to the Incident location.
- (ii). Provide necessary incident operations support.
- (iii). Arrange for Aircraft removal when required.
- (iv). Meet the costs of the Incident operation.

**Action by Call Centre**

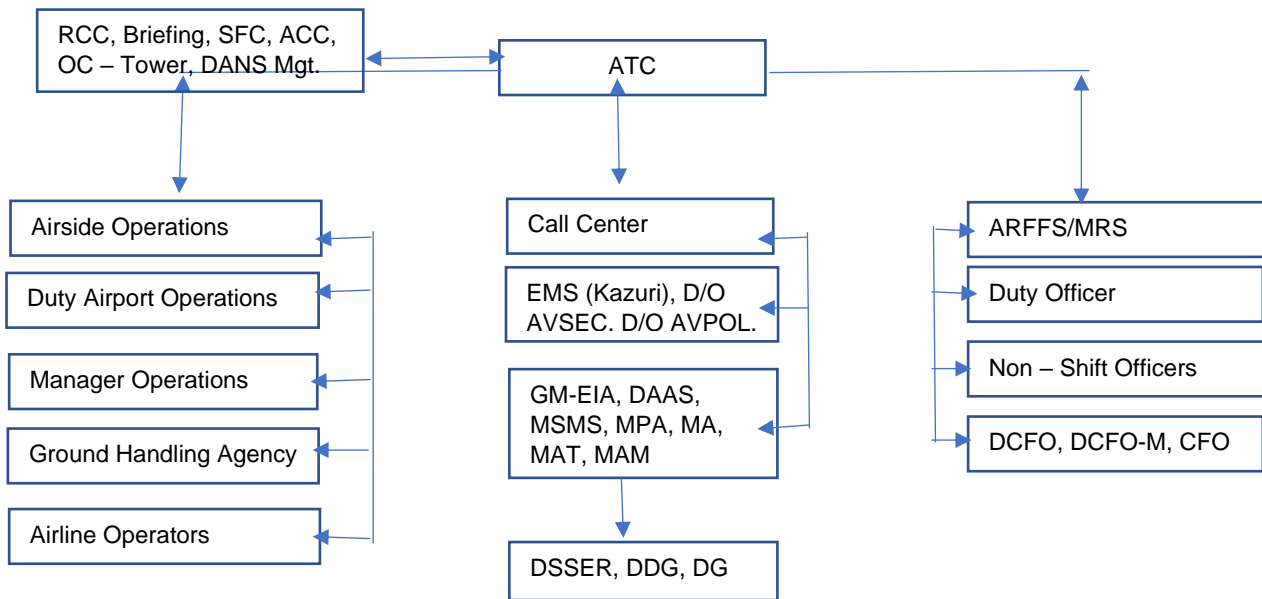
Inform the agencies mentioned in the communication flow.

**Action by Airport Health and Medical Services Coordinator**

- (i). Dispatch Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

### 3.11 Compound Aircraft Emergency: Aircraft/Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



- Note:**
- 1- D/O AVSEC will escalate his notifications up to ASM
  - 2- D/O AVPOL will escalate his notifications up to Commandant.
  - 3- Any agency other than ATC to first become aware of the incident informs ATC.

#### Action by ATC

- (i). Inform ARFFS, Airside Operations and Call Center using Telephone extension or Tie line when aware of a collision of an Aircraft with another Aircraft and give the following details;
  - (a) "Compound Emergency – Aircraft-Aircraft"
  - (b) Types of aircrafts
  - (c) Aircraft Operators
  - (d) Call signs
  - (e) Emergency Location
  - (f) POB (if known)
  - (g) Number of injuries and degree of structural damages (if known)
  - (h) Other information, e.g. Dangerous goods, Fuel On board (if known).
- (ii). Provide clearance for ARFFS Vehicles responding to the incident.
- (iii). Advise the pilot to tune to frequency 121.6 for direct communication with ARFFS.

#### Actions by Fire Station Watch Room Officer

- (i). Receive and record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce using PAS "Compound Emergency – Aircraft/ Aircraft" x 3 consecutively.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS personnel, DCFO and CFO using Extension, Tetra Radio or Mobile telephone and give the following details:
  - (a) "Compound Emergency – Aircraft-Aircraft"

- (b) Types of aircrafts
- (c) Aircraft Operators
- (d) Call signs
- (e) Incident Location
- (f) POB (if known)
- (g) Other information, e.g. Dangerous goods, Fuel On board if known
- (h) Number of injuries and degree of structural damages (if known)

(v). Record all the events chronologically in the Station log book.

#### **Actions by ARFFS Crews**

- (i). Mount the respective RFF vehicles and Ambulances in full PPEs.
- (ii). Start and keep the engines running and wait for instructions from D/O.
- (iii). Proceed to the incident location, obtain guidance from the Pilots or Airline crew and act accordingly.
- (iv). Carry out fire suppression if the incident involves fire and
- (v). Apply foam on any fuel spillage to prevent fire outbreak
- (vi). Evacuate passengers from the affected Aircraft and assist them to safety

#### **Actions by the Fire Station Duty Officer**

- (i). Mount Fire One in full PPE, Start and keep the engine running.
- (ii). Receive message from Watch Room.
- (iii). Obtain clearance from ATC for response to the incident.
- (iv). Dispatch crews to attend to the incident or proceed to the Incident location.
- (v). Carryout risk assessment, establish command post and take charge of the incident operations.

#### **Action by Airside operations**

- (i). Record incident message.
- (ii). Dispatch "Follow- me" to the incident location.
- (iii). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operators of the incident giving details received from ATC.
- (iv). Coordinate with the GHAs on response actions.
- (v). Arrange to escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.

#### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment to the incident site.
- (ii). Transport passengers, crew and baggage from incident location.
- (iii). Represent the Aircraft Operator where necessary.

#### **Action by the Aircraft Operator**

- (i). Proceed to the Incident location.
- (ii). Provide necessary incident operations support.
- (iii). Arrange for Aircraft removal when required.
- (iv). Meet the costs of the Incident operation.

#### **Action by Call Centre**

Inform the agencies mentioned in the communication flow.



**Action by Airport Health and Medical Services Coordinator.**

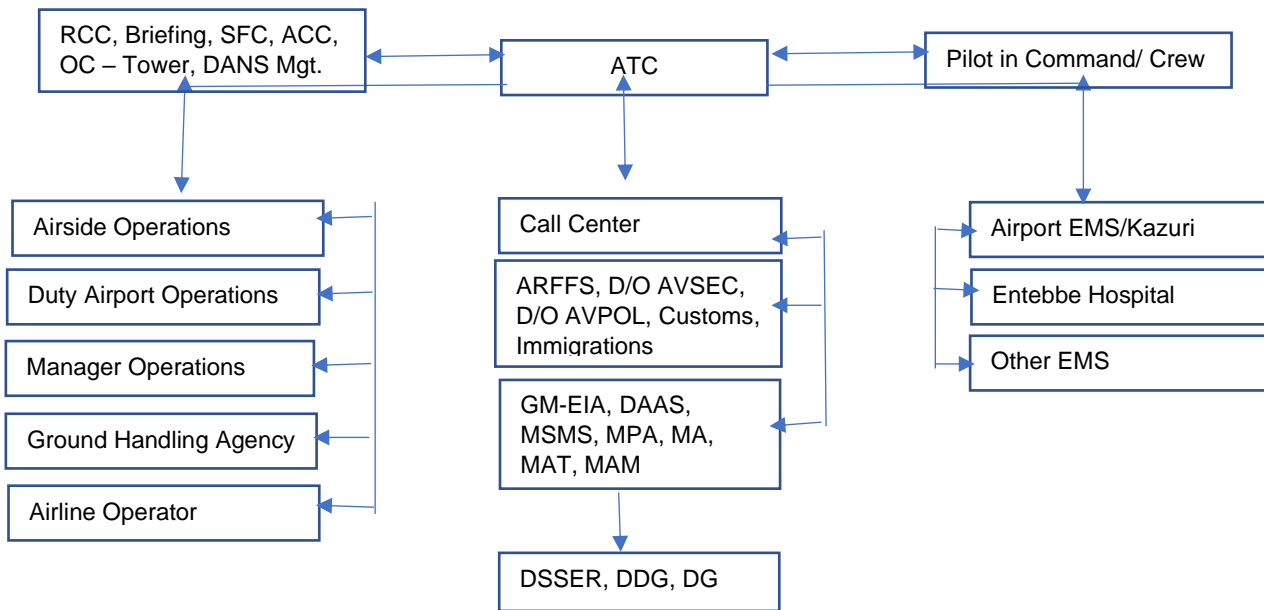
- (i). Dispatch Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

**Security Incidents Involving Aircraft**

Refer to Entebbe International Airport Contingency Plan (DOC - CAA/DAAS/ AVSEC/ ACP/ 01) for plans to handle all security incidents involving aircraft.

### 3.12 Public Health Emergencies Involving Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



- Note:**
- 1- D/O AVSEC will escalate his notifications up to ASM.
  - 2- D/O AVPOL will escalate his notifications up to Commandant.
  - 3- ARFFS (Watch Room) will escalate notifications up to the CFO.

#### Actions by Pilot in command

The pilot will upon having reasonable belief that there is a suspected case of a passenger or crew on board the aircraft with a communicable disease;

- (i). Communicate the same to ATC.
- (ii). Direct the crew to activate the on-board first aid procedures and SOPs in accordance with the provisions of Annex 6.
- (iii). Prepare the Passenger Locator Card (PLC) and hand over to the EMS Officer on arrival.

#### Actions by ATC

- (i). Obtain the following information from the Pilot in Command:
  - (a) aircraft identification and type;
  - (b) estimated time of arrival;
  - (c) nature of the medical emergency
  - (d) number of persons and crew affected;
  - (e) any instructions from the Pilot-in-Command such as special treatment/ambulance requirement.
- (ii). Give priority of landing and ground movement to the affected aircraft.
- (iii). Pass all information obtained (i) above, to the following:
  - (a) Airside Operations/ Apron Control
  - (b) Airport medical facility (Kazuri medical clinic)
  - (c) Call Center.
- (iv). Direct the aircraft to a pre-designated aircraft Isolation parking stand upon landing, if appropriate.

- (v). In consultation with the ATC Manager and DAAS, issue a NOTAM (if required).

### **Action by Call Centre**

- (i). Inform the agencies mentioned in the communication flow.
- (ii). Give priority to calls related to the emergency

### **Action by Airside Operations**

- (i). Park the affected aircraft on an isolated parking location.
- (ii). Curtail any access to the aircraft until the EMS Officer arrives on the scene.
- (iii). Provide escort services to vehicles and personnel accessing the scene.

### **Action by Ground Handling Agency.**

- (i). Provide transportation and escort for non-infected passengers to the SRC
- (ii). Provide passenger and crew manifest to the Medical Commander
- (iii). Provide any other details if required such as: type of aircraft involved, number of passengers and crew affected, disease suspected, and any type of hazardous materials that are part of cargo
- (iv). In co-ordination with the On-scene Medical Commander, Health officials and with, Customs and Immigration - assist with the safe evacuation of non-infected, if required

### **Action by Airport Medical Facility (Kazuri Medical Clinic)**

- (i). Mobilize personnel, equipment and Ambulances and respond immediately to the affected area or aircraft.
- (ii). Set up Command post and take charge of the emergency operations.
- (iii). Evaluate the situation and take the necessary actions immediately.
- (iv). Activate other medical facilities as per the requirements if the situation warrants.
- (v). Coordinate with the Airline/Ground handling agency.
- (vi). Provide medical assistance as required.
- (vii). Take necessary action to isolate infected persons if infectious disease is suspected or confirmed.
- (viii). Ask for assistance from Police to keep the area isolated and secure if infectious disease is expected or confirmed,
- (ix). Ensure that all medical staff and non-medical personnel who respond to the scene wear appropriate protective clothing.
- (x). Decontaminate the Aircraft and affected areas if infectious disease is confirmed.

### **Action by Aviation Police**

- (i). Provide perimeter security (set up a security cordon) if required
- (ii). Provide crowd and traffic control, if required
- (iii). Provide a security presence at the SRC, if required
- (iv). Assist the Medical Field Commander to the extent possible.

**Action by DAAS**

- (i). Oversee and monitor the situation from EOC.
- (ii). Request the MPA to prepare a press release if required.
- (iii). Schedule and conduct a debriefing if required.

**Action by Immigration Officer**

- (i). Provide all front-line Immigration officers with PPE as deemed appropriate by the EMS Officer.
- (ii). Liaise with the EMS Officer and the airline concerned on the identities and documentation of persons isolated or referred to hospitals.
- (iii). Take custody of passports or travel documents of affected persons until after recovery or being discharged from hospitals.
- (iv). Liaise with the EMS Officer to prevent suspected cases from leaving the country in the case of departing travellers.

**Action by Manager Customs –URA**

- (i). Provide all front line URA officers with PPE as per guidance of the Medical Officer.
- (ii). Activate procedures for obtaining baggage, customs and security clearance of a sick traveller, and other travellers.

**Actions by Manager Public Affairs**

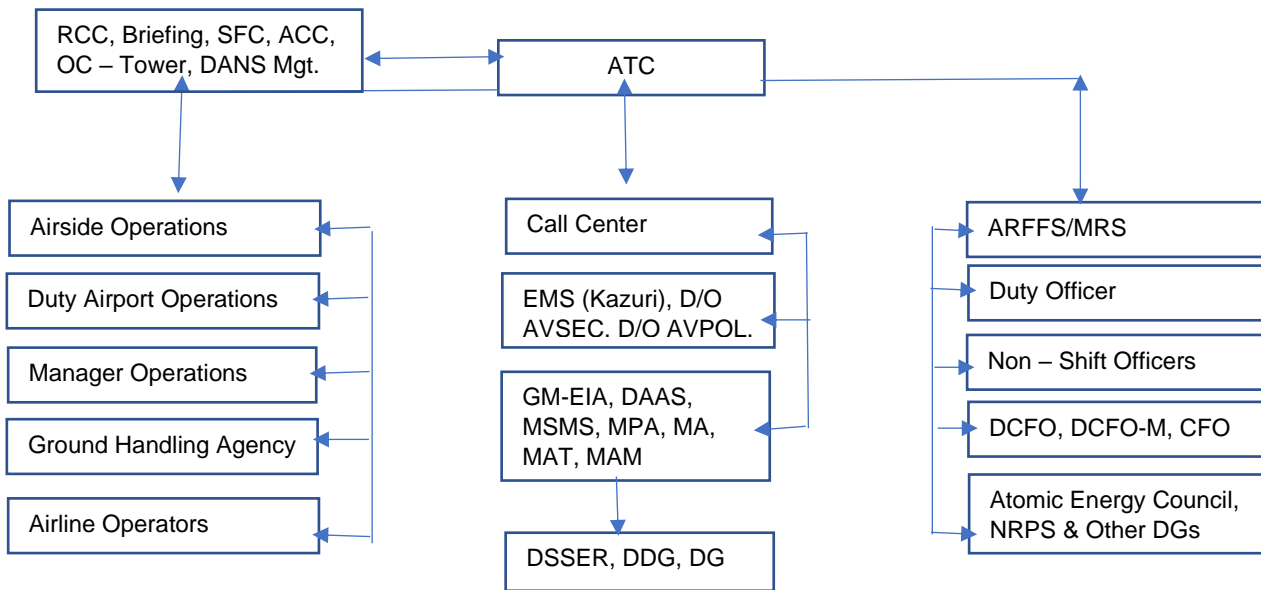
- (i). Staff the Press Centre with sufficient personnel in coordination with Passenger service to ensure continuous operations during the emergency situation
- (ii). Receive all authorized Press personnel in the Press Centre where the following will be provided:
  - (a) Briefing session(s) and
  - (b) Press releases
- (iii). Coordinate with the representatives of the Airline involved and the On Scene Medical Commander in the development of press releases to the public.
- (iv). Conduct a supervised tour of the area (with the assistance of the AVPOL) for accredited members of the news media after obtaining proper clearance.
- (v). Ensure that liaison is established with Airport security in order to prevent any breach of security by the press or media.

**NOTE:**

1. Under no circumstances will the Press or any other unauthorized persons be permitted inside security areas until authorized by the Tactical Commander / AVPOL.
2. At no time should employees of Companies and Organizations based at the Airport be allowed to speak (or speculate) to the media

### 3.13 Dangerous Goods Incidents involving Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
2- D/O AVPOL will escalate his notifications up to Commandant.

#### Action by ATC

- (i). Inform ARFFS, Airside Operations and Call Center on Tie line or Telephone Extension when aware of a dangerous cargo situation involving an aircraft in flight and give the following details;
  - (a) "Dangerous Goods- Aircraft"
  - (b) Type of Aircraft
  - (c) Aircraft Operator
  - (d) Call Sign
  - (e) Estimated time of arrival
  - (f) Runway in use
  - (g) POB (if known)
  - (h) Type/ Class of Dangerous goods (if known)
  - (i) Location of dangerous goods on the aircraft (if known)
  - (j) Fuel on board (if known)
- (ii). Make arrangements to park the aircraft in the designated Isolation Parking Area.
- (iii). Provide clearance for ARFFS Vehicles responding to the incident.
- (iv). Advise the pilot to tune to frequency 121.6 for direct communication with ARFFS.

#### Actions by Fire Station Watch Room attendant

- (i). Record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Dangerous Goods – Aircraft" x 3.

- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS Officers, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give the following details:
  - (a) "Dangerous Goods- Aircraft"
  - (b) Type of Aircraft
  - (c) Aircraft Operator
  - (d) Call Sign
  - (e) Estimated time of arrival
  - (f) Runway in use
  - (g) POB (if known)
  - (h) Type/ Class of Dangerous goods (if known)
  - (i) Location of dangerous goods on the aircraft (if known)
  - (j) Fuel on board (if known)
- (v). Inform Atomic Energy Council, National Radiation Protection Services and other DG experts depending on the DG class using the direct Telephone line and give the following details:
  - (a) "Dangerous Goods- Aircraft"
  - (b) Type of Aircraft
  - (c) Aircraft Operator
  - (d) Call Sign
  - (e) Incident Location
  - (f) POB (if known)
  - (g) Type/ Class of Dangerous goods (if known)
  - (h) Location of dangerous goods on the aircraft (if known)
- (vi). Record all the occurrences chronologically in the Station log book.

### **Actions by ARFFS Crews**

- (i). Mount the respective Fire Engines and Ambulances in full appropriate PPE.
- (ii). Start and keep the engines running and wait for instructions from D/O.
- (iii). Proceed to the incident location upon dispatch by the D/O.
- (iv). Evaluate the extent of danger, injuries or pollution.
- (v). Confine the activities of all participating personnel to the upwind side of the incident area.
- (vi). Ensure that personnel do not remain in the contaminated area longer than it is necessary to carry out an essential stabilizing rescue function.
- (vii). Stabilize, Isolate and contain the materials when appropriate.
- (viii). Evacuate the area when necessary.
- (ix). Identify and hold in isolation at the decontamination center all personnel, equipment and clothing involved until cleared by the appropriate dangerous goods/ Hazardous materials experts.
- (x). Assist contamination monitoring agencies.

### **Actions by the Fire Station Duty Officer**

- (xi). Mount the Fire One in full appropriate PPE.
  - (i). Start and keep the engine running.
  - (ii). Receive message from Watch Room.
  - (iii). Obtain clearance from ATC for response to the incident.
  - (iv). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

### **Action by Airside operations**

- (i). Record incident message in the logbook.
- (ii). Park the affected aircraft on an isolated parking location.
- (iii). Curtail any access to the aircraft until the arrival of ARFFS or Hazardous Materials Team.
- (iv). Dispatch "Follow- me" to the incident location.
- (v). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operator of the incident giving details received from ATC.
- (vi). Coordinate with the GHAs on response actions.
- (vii). Shut down or remove any equipment that will jeopardize the situation.
- (viii). Arrange for the escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.
- (ix). Coordinate clean-up operations in consultation with ARFFS.

### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment.
- (ii). Transport passengers, crew and baggage from incident location.
- (iii). Represent the Aircraft Operators where necessary.

### **Action by DAAS/ GM-EIA.**

- (i). Oversee and monitor the situation from EOC.
- (ii). Request the MPA to prepare a press release if required.
- (iii). Schedule and conduct a debriefing if required.

### **Action by the Aircraft Operator**

- (i). Proceed to the Incident location.
- (ii). Provide the necessary incident operations support.
- (iii). Meet the costs of the Incident operations.

### **Action by Call Centre**

Inform the agencies mentioned in the communication flow.

### **Action by Airport Emergency Medical Services**

- (i). Dispatch a Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

### **Action by AVPOL**

- (i). Establish a perimeter security control zone.
- (ii). Provide security around the controlled perimeter.
- (iii). Provide crowd and traffic control.
- (iv). Keep all persons, except ARFFS and Hazardous Materials Response Team, at least 100m away from the scene.
- (v). Assist in evacuating and isolating contaminated persons.

### **Action by MPA**

- (i). Activate the Press Center if considered appropriate.
- (ii). Establish liaison with all key agencies.
- (iii). Receive all authorized press personnel in the Press Room where a briefing session and Press Release will be provided when approved by the DAAS/ GM – EIA.

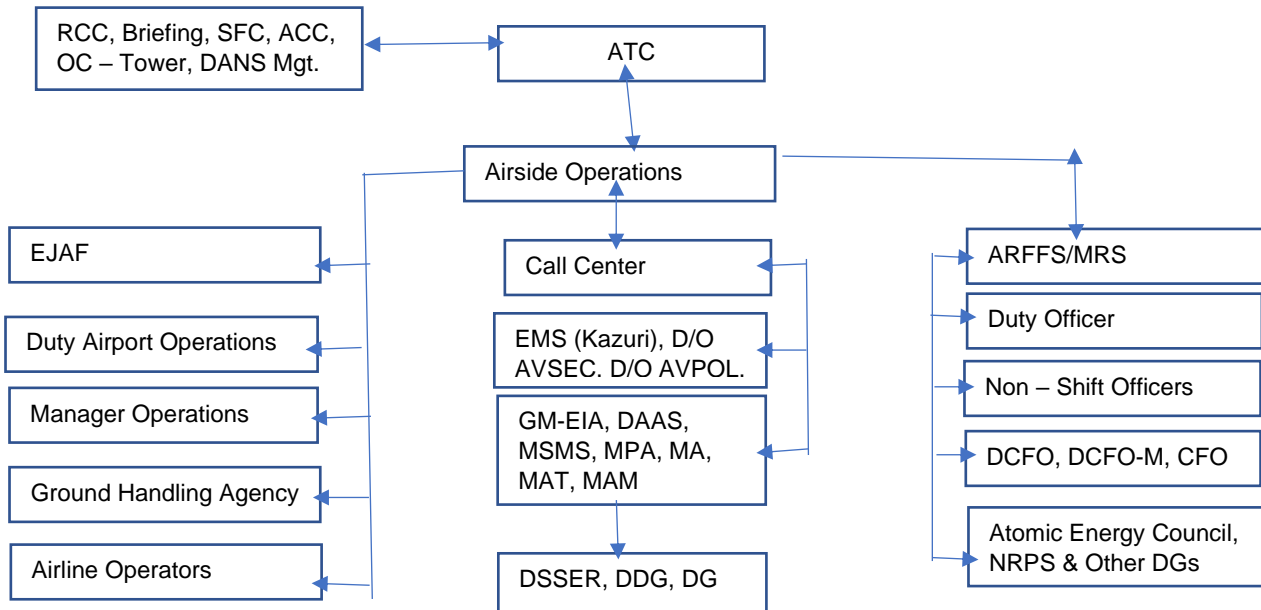
**Note:**

- 1- Under no circumstances will the Press or any other unauthorized persons be permitted inside the perimeter security control zone until authorized by the overall Commander.
- 2- At no time should the Press be permitted access to the Mobile Command Post.
- 3- At no time should any other person except the Manager Public Affairs (MPA) or a person authorized by the Overall Commander be allowed to speak (or speculate) to the media.



### 3.14 Fuel Spillage Incidents

#### Alerting & Activation/ Notification/ Communication Flow



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
 2- D/O AVPOL will escalate his notifications up to Commandant.

#### Action by Airside Operations

- (i). Inform ARFFS, Ground Handling Agency, EJAF and ATC using Tie line or Telephone Extension and give the following details:
  - (a) "Fuel Spillage"
  - (b) Apron or location
  - (c) Aircraft Stand/ Bay No
  - (d) Affected Aircraft or facilities
- (ii). Inform the flight crew and/or cabin crew by the quickest means of communication.
- (iii). Inform the following depending on the severity of the spillage:
  - (a) Call Center
  - (b) Duty Airport Operations
  - (c) Manager Operations
  - (d) Aircraft Operator if an aircraft is involved.
- (iv). Prevent mechanically or electrically propelled vehicles from approaching within 15 meters (50ft) of the spillage.
- (v). Prevent engines of vehicles within six meters (20 feet) of a spillage from being started until the area is declared safe.
- (vi). Stop the ground power and air conditioning units.
- (vii). Ensure that removal of the aircraft from the spillage area is determined by the local conditions but tractors are not brought within 15 meters (50 feet) of the spillage area until declared safe by ARFFS.

#### Action by Fire Station Watch Room Attendant

- (i). Record message on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Fuel Spillage" x 3.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS Officers, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give the following details:
  - (a) "Fuel Spillage"
  - (b) Apron or location
  - (c) Aircraft Stand/ Bay No
  - (d) Affected Aircraft or facilities
- (v). Record all the occurrences chronologically in the Station log book.

#### **Actions by ARFFS Crews**

- (i). Mount the respective Fire Engines and Ambulances in full PPE.
- (ii). Start and keep the engines running and wait for instructions from D/O.
- (iii). Proceed to the incident location upon dispatch by the D/O.
- (iv). Cover small fuel spillage on the ground with absorbent material, which can then be collected and removed to a safe place to await disposal.
- (v). Disembark passengers, crew, and other staff to a safe area, at least 15 metres (50ft) from the spillage, upwind and upslope of the spillage in the case of a spillage occurring, which measures greater than two metres in diameter.
- (vi). Apply a foam blanket over the area.

#### **Actions by the Fire Station Duty Officer**

- (i). Mount the Fire One.
- (ii). Don PPE.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engine running.
- (v). Receive message from Watch Room.
- (vi). Obtain clearance from ATC for response to the incident.
- (vii). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

#### **Action by EJAF**

- (i). Immediately stop the fuel flow by closing the valve.
- (ii). Follow the department procedures on fuel spillage.
- (iii). Initiate corrective measures to avoid recurrence of the spills.

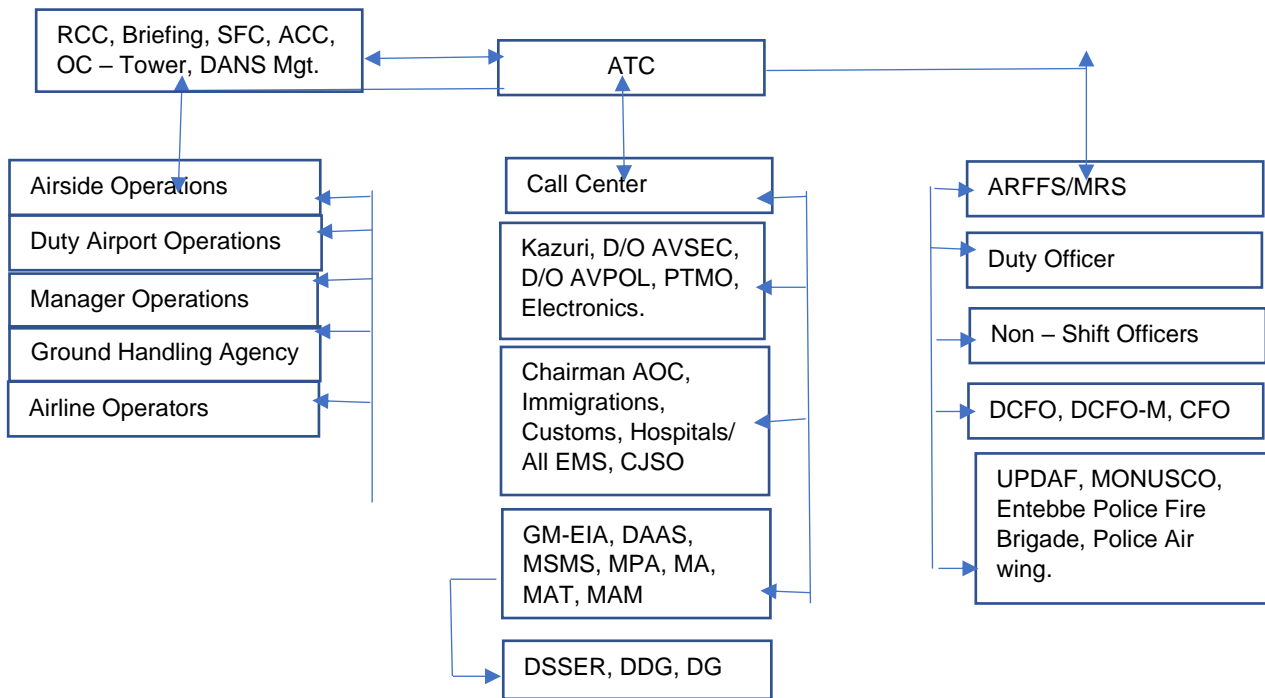
#### **Action by AVPOL.**

In the event of a large scale fuel spillage:

- (i). Stop the movement of persons or vehicles into the affected area
- (ii). Restrict all activities in the vicinity to reduce the risk of ignition.

### 3.15 Structural/ Non Aircraft Fires

#### Alerting & Activation/ Notification/ Communication Flow



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
2- D/O AVPOL will escalate his notifications up to Commandant.

#### Action by ATC

Upon notification of a fire, ATC shall take the following action: -

- (i). Provide priority airside clearance to responding ARFF vehicles
- (ii). Regulate air traffic according to the structural facility which is affected.
- (iii). Issue advisory/NOTAM.
- (iv). Direct ground and air traffic away from affected area.
- (v). Assist in the movement of any endangered aircraft to a safe area
- (vi). If fire threatens the Air Traffic Control facility, establish temporary emergency communication in the Fire Watch Room.

#### Actions by Watch Room - ARFFS

- (i). Inform ATC, MRS Stations and Airside Operations on Tetra or Extensions.
- (ii). Record the message on the Emergency Message Form.
- (iii). Activate the crash alarm.
- (iv). Announce "Structural Fire x 3" on portable Public Address speaker (P/A) for guidance and action by Fire Crew on Duty.
- (v). Inform Duty Officer on Tetra radio and give the following information:
  - (a) "Structural Fire"
  - (b) Affected facility/ structure
  - (c) Location of the affected facility/ structure
  - (d) Cause of fire (if known)
  - (e) Injuries sustained and degree of damages on the affected facility/ structure

- (vi). Inform the Deputy Chief Fire Officer on Extension, Tetra radio or Mobile Telephone.
- (vii). Inform the Chief Fire Officer on Extension, Tetra radio, Tel. +256 414321906 or Mobile telephone.
- (viii). Inform the Following officers on their respective Extensions, Tetra radios or Mobile Telephones; SFO/FO -TR, SFO/FO – SMS & Q/A, SFO – UP COUNTRY, PRIN/SFO/FO- EQUIP & SYS MAINT.
- (ix). Call the following Mutual Aid Agencies using fixed line telephone as directed by the incident commander: UPDAF Safety Unit Tel +256 414 320098, MONUSCO Fire Department, and Entebbe Police Fire Brigade.
- (x). Inform Call center using Extension to call the ARFFS personnel who are off duty for a backup and give names & contact details of these off-duty personnel.
- (xi). Monitor communication and respond as needed.
- (xii). Record all the occurrences chronologically in the Station log book.

### **Actions by RFF Crews**

- (i). Mount Respective RFF vehicles.
- (ii). Start and keep the engines running.
- (iii). Confirm status of the radio frequencies.
- (iv). Don PPE and BA
- (v). Fasten seat belts
- (vi). Wait for instructions from the Duty Officer and act as instructed.
- (vii). Determine need to evacuate, or perform other public protective action, for the occupants of any facility impacted by the fire.
- (viii). Move equipment to higher ground, if necessary.
- (ix). Inspect the affected structure, to include:
  - (a) Determination of integrity affected facilities or structures.
  - (b) Determination of status of gas, electricity, water, and sanitation.
  - (c) Testing of all telephones and notification systems.
  - (d) Testing of apparatus mounted radios.
  - (e) Testing of station and portable radios.
  - (f) Testing of alerting system(s).

### **Actions by RFF Non-Shift Officers**

- (i). Mount respective RFF vehicles
- (ii). Don PPE
- (iii). Fasten Seat belts
- (iv). Wait for instructions from the Incident Commander and Act as instructed.

### **Actions by Duty Officer - ARFFS**

- (i). Mount Fire One.
- (ii). Start and keep the engines running.
- (iii). Don Incident Command Attire.
- (iv). Fasten seat belts.
- (v). Receive emergency message from Watch Room.

- (vi). Deploy the RFF vehicles for the Operation.
- (vii). Inform ATC of deployment and Airport Category, and Obtain permission from ATC to proceed to the accident site.
- (viii). Dispatch the Crews.
- (ix). Maintain continuous communication on R/T 121.9 MHz with ATC and watch room.
- (x). Command Rescue and Fire Fighting Operations.
- (xi). Instruct and guide fire crews in the operation.
- (xii). Establish & Control Command Post till the arrival of DCFO or CFO.
- (xiii). Brief the DCFO or CFO on the operations and act as instructed.

**Actions by Deputy Chief Fire Officer.**

- (i). Mount the Mobile Command post.
- (ii). Don appropriate attire.
- (iii). Fasten seat belts.
- (iv). Dispatch a vehicle equipped with tents, body bags, stretchers, gloves and other accessories to crash site.
- (v). Proceed to the accident site.
- (vi). Receive briefing from the Incident Commander and take full command as On-Scene Commander till the arrival of the CFO.
- (vii). Brief the CFO on his arrival and act as instructed.

**Actions by Chief Fire Officer**

- (i). Mount the CFO's official vehicle.
- (ii). Don the appropriate attire.
- (iii). Fasten seat belts.
- (iv). Proceed to the Command post.
- (v). Receive briefing from the DCFO, where necessary, take full command as the On-Scene Commander and oversee the Rescue Operations.

**Actions by DAAS/ GM-EIA**

- (i). Implement protective actions for the public and employees, when necessary.
- (ii). Coordinate response activities with airport tenants and local jurisdictions, as needed.
- (iii). Coordinate/provide news releases and other interface with the media, as needed.
- (iv). Activate the EOC, as needed.

**Actions by Airport Security Agencies**

- (i). Control onlookers at the scene of fire.
- (ii). Provide continued law enforcement and security services on the airport as prescribed in the Airport Security contingency plan.
- (iii). Supervise the evacuation of buildings or areas concerned.
- (iv). Post guides to direct incoming Fire appliances (traffic control).

**Actions by Emergency Medical Services (EMS)**

- (i). Provide emergency medical services, as required.

- (ii). Assist in support operations, to include search, inspections, personnel accountability, and protective action implementation.
- (iii). Review resource requirements and adjust accordingly.
- (iv). Coordinate activities with local community EMS units, if necessary.
- (v). Provide Post Traumatic Stress Disorder support, as appropriate.
- (vi). Participate in Incident Command/ Unified Command System in accordance with pre-established protocols.

**Actions by Aerodrome Maintenance**

- (i). Assist/provide critical services, including utility support (activation/cut-off), as needed.
- (ii). Provide safety inspections, as needed.
- (iii). Assist in facility restoration/rebuilding

**Actions by Public Affairs/Relations**

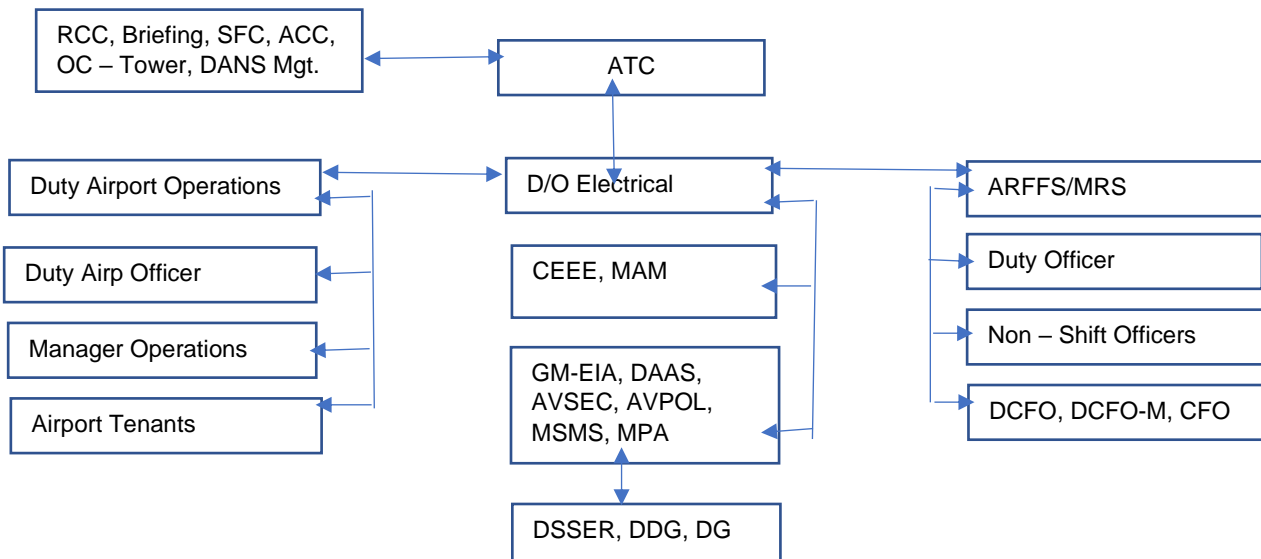
- (i). Interface with the media, as conditions warrant.
- (ii). Provide news releases relative to the airport's operational capability.

**Action by Airport Tenants**

- (i). Evacuate the affected building/facility immediately as per the building evacuation procedures.
- (ii). Provide assistance where necessary.

### 3.16 Power Failure Incidents

#### Alerting & Activation/ Notification/ Communication Flow



#### Actions by ATC

Upon notification of a power failure, ATC shall take the following action: -

- (i). Regulate air traffic accordingly.
- (ii). Issue advisory/NOTAM in consultation with DAAS/ GM-EIA and OC- ANS.

#### Actions by D/O Electrical

- (i). Dispatch Electricians to carry out trouble shooting.
- (ii). Inform ATC, Duty Airport Operations, ARFFS

#### Actions by Fire Station Watch Room attendant

- (i). Record message on Emergency Message Form.
- (ii). Inform the Fire Station Duty Officer, Non-Shift ARFFS Officers, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give any details received.
- (iii). Record all the occurrences chronologically in the Station log book.

## 3.17 Natural Disasters

### General Information

Development of weather patterns, prediction and tracking the movement of storms and notification to the public of potential danger will normally be carried out by meteorological service at EIA.

The airport emergency plan has provided for initial protective measures, emergency supplies pertinent to local disaster exposure, personnel shelter and post-storm clean up and restoration. Aircraft operations will usually be impossible for several hours before and after the storm.

As soon as severe storm warnings are received, all aircraft operators based or located at the airport will be notified. Warnings will be issued to all aircraft pilots en route EIA. Aircraft operators and pilots will be responsible for their aircrafts and all aircrafts on the ground will be evacuated. Aircraft in flight will be advised to divert to an alternate destination. Aircraft on the ground that cannot be dispersed will be put under cover or tied down so as to face into the approaching winds.

Power interruptions are common during a natural disaster, either by damage to generating plants or by destruction of transmission lines. Measures to ensure minimum interruption to power supply by providing standby engine generators will be taken.

Natural disasters require large quantities of specific equipment for use in restoration of destroyed property and objects that may be blown out by the winds. It is the duty of EIA engineering department to survey and establish the quantity and type of emergency equipment supplies needed for the restoration of the destroyed property.

A **storm** is characterized by very strong sustained winds of up to 74 miles per hour (mph). Thunder storms are the common anticipated occurrences at Entebbe.

An **earthquake** is a sudden, violent shaking or movement of part of the earth's surface caused by the abrupt displacement of rock masses, usually with the upper 10 to 20 miles of the earth's surface and can occur in any portion of the world.

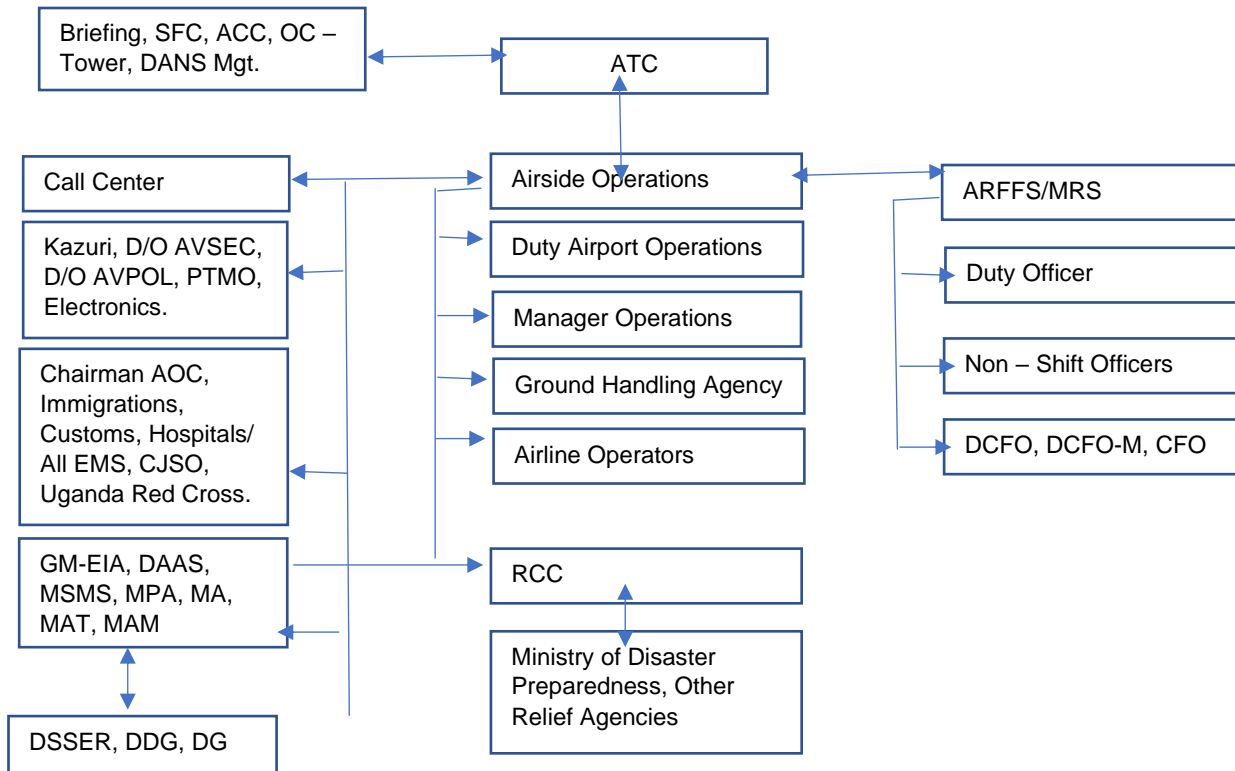
A **flood** occurs when normally dry land becomes inundated with water. Floods are the results of a multitude of naturally occurring and human-induced factors, but they all can be defined as the accumulation of too much water in too little time in a specific area. Several types of floods can occur. These include regional, flash, storm-surge, dam and levee-failure, and debris, landslide, and mudflow floods.

EIA being enclosed by Lake Victoria (although with very little probability in the present conditions) may experience flooding when the water in the lake overflows.

For all Natural Disaster emergencies, the EOC and Command post will be activated. All agencies with responsibilities indicated for Aircraft accidents will be expected to respond to Natural disaster emergencies. The representatives of the agencies will move to their respective places of duty, that is EOC, Command post, Triage, Rendezvous and active rescue operation zones.



**Alerting & Activation/ Notification/ Communication Flow**



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
 2- D/O AVPOL will escalate his notifications up to Commandant.

**Action by ATC**

- (i). Restrict aircraft operations on the airport until the runway(s), taxiways, and ramps have been inspected by the DAAS/ GM-EIA.
- (ii). Issue appropriate Notice to Airmen (NOTAM) upon receipt of information from authorized airport personnel, if requested.
- (iii). Inspect all ATM equipment and facilities for damage and operability.

**Action by ARFFS**

- (i). Conduct fire suppression and rescue operations, when necessary.
- (ii). Assist in providing emergency medical assistance, when necessary.
- (iii). Check for petroleum/ gas leaks and other potential HAZMAT problems.
- (iv). Assist in support operations, to include search, inspections, personnel accountability, and protective action implementation.
- (v). Review personnel requirements and adjust accordingly.
- (vi). To the degree communications systems will permit, coordinate activities with RFF agencies, if necessary.
- (vii). Survey ARFFS property to:
  - (a) Determine integrity of building(s).
  - (b) Assess status of gas, electricity, water, and sanitation.
  - (c) Test all telephones and notification systems.
  - (d) Test apparatus mounted radios.

- (e) Test station and portable radios.
- (f) Test alerting system(s).
- (g) Prepare sand bags to prevent entry of water into key station areas.
- (h) Secure outside storage areas and equipment.

**Action by AVPOL, AVSEC and Other Security Agencies**

- (i). Provide the overall traffic control in support of evacuation operations.
- (ii). Provide continued law enforcement and security services on the airport, as required. Prepare sand bags to prevent entry of water into key building areas.
- (iii). Secure outside storage areas and equipment.
- (iv). Assist in support operations, to include search, inspections, personnel accountability, and protective action implementation.
- (v). Review personnel requirements and adjust accordingly.
- (vi). Coordinate activities with relevant security agencies, if necessary.
- (vii). Survey law enforcement property, to:
  - (a) Determine integrity of building(s).
  - (b) Assess status of gas, electricity, water, and sanitation.
  - (c) Test all telephones and notification systems.
  - (d) Test apparatus mounted radios.
  - (e) Test station and portable radios.
  - (f) Test alerting system(s).

**Action by Kazuri and other EMS**

- (i). Carryout triage and treatment of any casualties.
- (ii). Provide transportation (air, land, or water) for casualties to designated medical facilities.
- (iii). Assist in emergency operations, to include search, inspections, personnel account-ability, and protective action implementation.
- (iv). Review personnel requirements and adjust accordingly.
- (v). Coordinate activities with Relevant EMS agencies, if necessary.
- (vi). Maintain an accurate list of the casualties to include names and addresses.
- (vii). Provide medical analysis of walking wounded or traumatized patients.
- (viii). Restock medical supplies, as required.
- (ix). Provide Critical Incident Stress Management support, as appropriate.

**Action by DAAS/ GM-EIA**

- (i). Conduct airfield inspections, as required.
- (ii). Issue appropriate NOTAM(s), if conditions warrant and permit.
- (iii). Activate the Airport Emergency Operations Center (EOC), as appropriate.
- (iv). Provide emergency support services through the EOC.
- (v). Assist in support operations, to include search, inspections, personnel accountability, and protective action implementation.
- (vi). Review personnel requirements and adjust accordingly.
- (vii). To the degree communications systems will permit, coordinate activities with all emergency management agencies, if necessary.
- (viii). Coordinate activities with the RCC as needed.
- (ix). Interface with, coordinate, and utilize as needed, the resources made available by other airport occupants, including air craft operators.

**Action by Aerodrome Maintenance**

- (i). Assist/provide critical services, including utility support (activation/cut-off), as needed.
- (ii). Provide safety inspections, as needed.
- (iii). Assist in facility restoration.
- (iv). Provide sanitation support services.
- (v). Assist in the provision of required resources.

**Action by Public Relations**

- (i). Interface with the media, as conditions warrant.
- (ii). Issue press releases relative to the airport's operational capability.
- (iii). Assist with the interface with other airport occupants.

**Action by the Aircraft Operators**

- (i). Provide for the initial notification to families of victims.
- (ii). Provide for passenger casualty tracking.
- (iii). Inspect facilities for damage and operability.

**Action by All Airport Tenants**

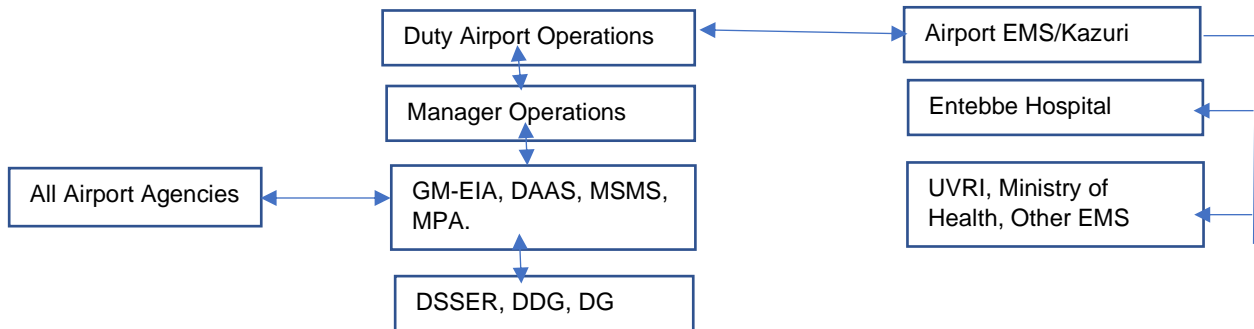
- (i). Provide assistance on a voluntary basis or in accordance with established agreements.
- (ii). Inspect owned, operated, or maintained facilities for damage and operability.

### **3.18 Security Incidents Not Involving Aircraft**

Refer to EIA Contingency Plan (DOC - CAA/DAAS/ AVSEC/ ACP/ 01) for plans to handle security incidents not involving aircraft.

### 3.19 Public Health Emergencies Not Involving Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



#### Action by Duty Airport Operations

- (i). Inform Airport EMS/ Kazuri and Manager Operations when aware of suspected case (s) of Communicable disease at the airport.
- (ii). Coordinate with Kazuri, AVPOL and AVSEC in effecting necessary control measures.

#### Action by Manager Operations

- (i). Follow up with the EMS Team and activate the Command post if necessary.
- (ii). Inform the MSMS, MPA, GM-EIA and DAAS of the Incident.

#### Action by DAAS/ GM-EIA

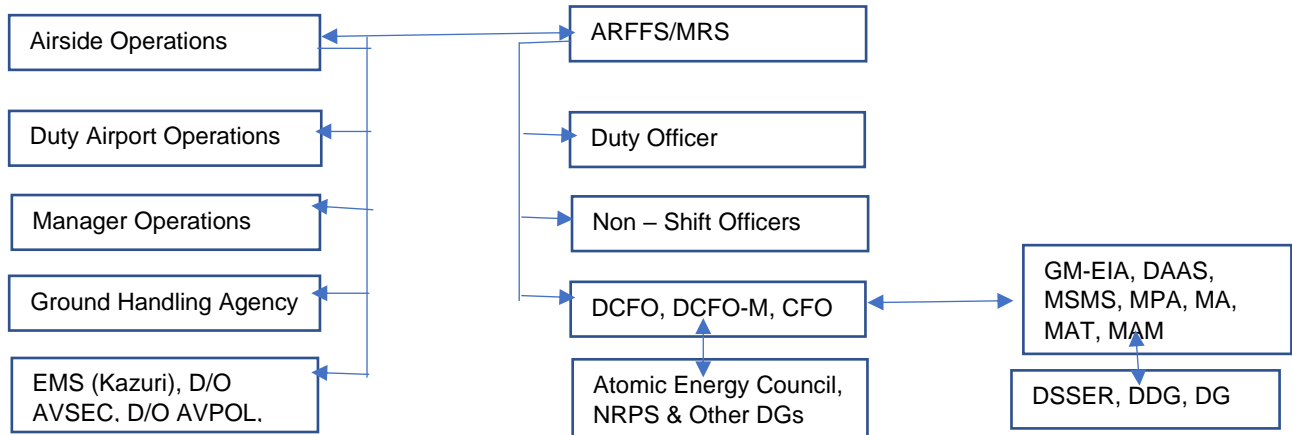
- (i). Follow up with Manager Operations and activate EOC if necessary.
- (ii). Notify DSSER and DG/ DDG of the Incident.
- (iii). Inform all airport staff of the incident and issue necessary guidelines.

#### Action by Airport EMS Team/ Kazuri

- (i). Put on appropriate PPE, take history and examine the suspect closely.
- (ii). Release or treat other condition if the suspected case turns out negative.
- (iii). Counsel and inform the suspect about the procedure he/she will undergo if the case turns out positive. This includes informing the suspect about going to the isolation centre where specimen sample will be taken for confirmation.
- (iv). Notify Ministry of Health, Entebbe Referral Hospital and Uganda Virus Research Institute for their appropriate actions.
- (v). Call Communicable Disease Ambulance to come and pick the suspect.
- (vi). Advise the command post and EOC of all necessary control measures including screening of all airport staff and quarantining.

### 3.20 Dangerous Goods/ Hazardous Materials Incidents Not involving Aircraft

#### Alerting & Activation/ Notification/ Communication Flow



- Note:** 1- D/O AVSEC will escalate his notifications up to ASM  
 2- D/O AVPOL will escalate his notifications up to Commandant.

#### Actions by Fire Station Watch Room attendant

- (i). Receive message and record on Emergency Message Form.
- (ii). Activate station alarm
- (iii). Announce on PAS "Dangerous Goods Non - Aircraft" x 3.
- (iv). Inform the Fire Station Duty Officer, Non-Shift ARFFS Officers, DCFO and CFO on Extension or Tetra Radio or Mobile telephone and give all the details of the incident.
- (v). Record all the occurrences chronologically in the Station log book.

#### Actions by ARFFS Crews

- (i). Mount the respective Fire Engines and Ambulances.
- (ii). Don appropriate dangerous goods PPE and BA.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engines running and wait for instructions from D/O.
- (v). Proceed to the incident location upon dispatch by the D/O.
- (vi). Evaluate the extent of danger, injuries and pollution.
- (vii). Confine the activities of all participating personnel to the upwind side of the incident area.
- (viii). Ensure that personnel do not remain in the contaminated area longer than it is necessary to carry out an essential stabilizing rescue function.
- (ix). Stabilize, Isolate and contain the materials when appropriate.
- (x). Evacuate the area when necessary.
- (xi). Identify and hold in isolation all personnel, equipment and clothing involved until cleared by the appropriate dangerous goods/ Hazardous materials experts.

- (xii). Assist contamination monitoring agencies.

### **Actions by the Fire Station Duty Officer**

- (i). Mount the Fire One.
- (ii). Don PPE.
- (iii). Fasten Seat belts.
- (iv). Start and keep the engine running.
- (v). Receive message from Watch Room.
- (vi). Obtain clearance from ATC for response to the incident.
- (vii). Dispatch crews to attend to the incident or proceed to the Incident location, establish command post and take charge of the incident operations.

### **Action by Airside operations**

- (i). Record incident message.
- (ii). Dispatch "Follow- me" to the incident location.
- (iii). Inform Duty Airport Operations, Manager Operations, Ground Handling Agency and the Aircraft Operator of the incident giving details received from ATC.
- (iv). Coordinate with the GHAs on response actions.
- (v). Shut down or remove any equipment that will jeopardize the situation.
- (vi). Arrange for the escort and/or clearance for other responding emergency vehicles to enter maneuvering area if appropriate from the designated **RVP**.
- (vii). Coordinate clean-up operations in consultation with ARFFS.

### **Action by Ground Handling Agency**

- (i). Dispatch personnel and required equipment.
- (ii). Provide necessary support to incident recovery operations.

### **Action by DAAS/ GM-EIA.**

- (i). Oversee and monitor the situation from EOC.
- (ii). Request the MPA to prepare news media release if required.
- (iii). Schedule and conduct a debriefing if required.

### **Action by Airport Emergency Medical Services**

- (i). Dispatch Medical team to the incident location.
- (ii). Handle cases which require emergency medical services.

### **Action by AVPOL**

- (i). Establish a perimeter security control zone.
- (ii). Provide security around the controlled perimeter.
- (iii). Cordon off the area to prevent any unauthorized entrance.
- (iv). Provide crowd and traffic control.
- (v). Keep all persons, except ARFFS and Hazardous Materials Response Team, at least 100m away from the scene.

(vi). Assist in evacuating and isolating contaminated persons.

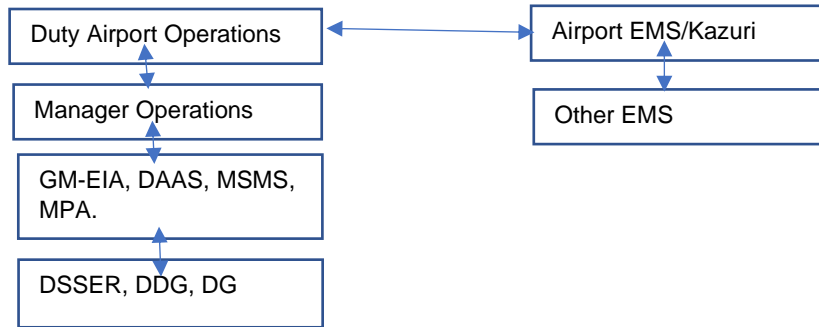
**Action by other on Airport Agencies**

Provide necessary support to incident recovery operations.



### 3.21 Medical Emergencies

#### Alerting & Activation/ Notification/ Communication Flow



#### Action by Duty Airport Operations

Inform Airport EMS/ Kazuri and Manager Operations when aware of a medical emergency at the airport.

#### Action by Airport EMS/ Kazuri.

Upon notification of a medical emergency:

- (i). Dispatch staff and ambulance immediately to the location of the patient and quickly do assessment
- (ii). Administer first aid/resuscitation if necessary to stabilize the patient and bring the patient to the main clinic at the Landside
- (iii). Carry out further assessment/ examinations at the clinic as may be required.
- (iv). Treat patient if necessary and continue to observe at the observation room
- (v). Refer to a hospital that is well placed to manage that particular condition or a patient who will need further hospital attention
- (vi). Discharge a patient who recovers well at the observation.
- (vii). Give a fit-to-fly clearance for a travelling patient that recovers well and all the parameters of thriving well at altitude are okay.
- (viii). Activate procedures for handling infectious disease for a patient suspected of having a highly infectious disease.

### **3.22 Aircraft Accident Investigation – Preservation of Evidence**

- (i). The rescue and firefighting personnel and other agencies directly involved in the accident emergency operations have the responsibility to preserve the aircraft wreckage, in order that the cause of the accident might be investigated, with a view to preventing further accidents.
- (ii). No person other than an authorized person, shall have access to the aircraft involved in the accident and neither the aircraft nor its contents shall, except under the authority of the UCAA or accident investigator, be removed or otherwise interfered with.
- (iii). Accordingly, no accident aircraft or wreckage must be disturbed or interfered with, unless absolutely necessary to extricate casualties, prevent fire or further damage or for reasons of safety or security.
- (iv). When dealing with fatalities, follow the procedures for 'Victim Management – Fatalities at the Accident Site'.
- (v). Special precautions must be taken by all concerned to avoid disturbance of anything in the cockpit area.
- (vi). Should anything be so disturbed, the occurrence must be recorded and brought to the attention of the accident investigation team
- (vii). After fire and rescue operations have been completed, security procedures at the accident location should be rigidly enforced such that only specifically authorized persons are able to access the aircraft or aircraft wreckage itself
- (viii). All personnel operating at or in the vicinity of the accident location must wear the appropriate Personal Protective Equipment and Clothing

### 3.23 Coordination with Rescue Coordination Centre (RCC)

The RCC which is located at Control Tower EIA is the operational centre for coordination of Aeronautical Search and Rescue (SAR) services within and outside Entebbe FIR.

SAR services are structured in the SAR system to provide the following:

- (a) Receive, acknowledge, and relay notifications of distress from alerting posts;
- (b) Co-ordinate search response;
- (c) Co-ordinate rescue response and delivery of survivors to a place of safety; and
- (d) Provide medical advice, initial medical assistance or medical evacuation.

In co-ordination for Aerodrome Emergency Response, the SAR function shall be discharged as follows:

#### **Aircraft Accident On/In the Vicinity of EIA**

RCC shall coordinate information received on status of the emergency aircraft with the Aerodrome Authority and/or ATC as per aerodrome emergency response action plan.

The EOC EIA shall keep the RCC informed of the status of the emergency situation and effect on airport facilities to meet the requirements for coordination with regional and international agencies as per Agreements in place.

Any Agency receiving information regarding an emergency situation shall relay such information to RCC at the earliest opportunity.

#### **Aircraft Accident beyond the Vicinity of EIA**

EIA acts as a distress data/information collection Agency in the SAR organization.

The information on aircraft accident received shall be passed on by the quickest means possible to the RCC for assessment and response action.

It shall contain the following information:

- (a) Location of the aircraft,
- (b) Identification of the aircraft,
- (c) Fire/Explosion/buildings involved,
- (d) Condition of occupants in and out of the aircraft,
- (e) Best possible route to reach the crash site,
- (f) Name, Telephone numbers and address of Person calling,
- (g) Any other useful information.

Facilitation for SAR aircraft and equipment utilizing aerodrome for departure, arrival and rescue efforts as per the section 3.14 of the SAR Operations Manual.

The following are the contacts for RCC

- (a) RCC -0414-323428
- (b) RCC-0312-322532
- (c) ACC -0414-320907

### 3.24 Means of Emergency Communication

Communication Systems linking the mobile Command Post (at accident site) and Emergency Operations Centre (Passenger Terminal Building) and participating agencies are available through:

- (a) Telephone Extensions: All agencies at EIA have interconnected telephone Extensions.
- (b) Tetra radios: There are tetra radios issued to some agencies in the airport.
- (c) VHF Radio Frequencies: 121.9, 121.6, 118.1, 123.1 and Channel 16. These frequencies are available for use by specific agencies. **See the Chapter of Communication in the Aerodrome Manual for details.**
- (d) VHF Radio Communication between Control Tower and Fire vehicles or rescue boats at the accident site. **NOTE:** All Tetra and VHF Radio links are recorded and useful for analysis and critique.

#### Redundancy

In the event that EIA trunking radio system fails, or if radios are out of range, the telephones are used.

#### Terminology

All responding agencies shall use English in all radio communications.

Specialized terminology including EMS, police, fire and aviation jargon should not be used when communicating to persons who do not belong to that profession.

Standard Radio Phraseologies shall be used at all times while communicating.

#### Interoperability

The tetra radios have been configured for internal communication within the section or department (e.g. Fire Officer to crews) and cross sectional/departmental communication (e.g. Fire to Electrical).

#### Alert Notification and Warning

At EIA, ATC alerts/Notifies Fire Station Watch Room, Marine Stations, Airside Operations and Call Centre:

- (i) For an accident by:
  - (a) Activating the siren
  - (b) Passing the emergency message on Tetra Radio or Telephone Extension
- (ii) For Incidents other than accident by calling and relaying the message on Tetra Radio or Telephone Extensions.

#### Activation of Emergency Responses

- (i) The responsibility to notify essential personnel and agencies is largely dependent on the type and severity of an incident.
- (ii) Activation of any emergency response depends on who first discovers or is alerted to the incident.
- (iii) In the event that ATC or the Airport Operations are not the initiators of the emergency response, it is vital that they are informed so that they notify other relevant organisations and personnel.
- (iv) The alert notification and emergency communication procedures shall be activated till all relevant response agencies are informed.

## **SECTION 4: RECEPTION CENTERS**

### **4.1 Care of Uninjured Survivors (US)**

Uninjured Survivor (Passengers & Crew) Reception Centres – Airside / SRC (A) & CRC (A)

#### **4.1.1 Introduction**

The airport provides a temporary SRC for the immediate and short term care of the US.

Each Airline is required to establish their own SRC off the airport for further care.

The aim of the “Care of Uninjured Survivors Plan” is to provide a coordinated, effective, efficient and timely response, by given agencies tasked with the care and processing of uninjured survivors (US), in order to achieve the following.

#### **4.1.2 Uninjured Passengers**

- (i). Removal of uninjured passengers from emergency site.
- (ii). Transportation of uninjured passengers to a pre-designated airside location at EIA, known as the Survivors Reception Centre - Airside (SRC)
- (iii). Reception and “processing” activities at SRC include:
  - (a) Humanitarian and Medical Support.
  - (b) Registration / Gathering of Information
  - (c) Provision of Information
  - (d) Appropriate Police, Immigration and Customs clearances for uninjured passengers.
  - (e) Assistance with immediate re-uniting of uninjured passengers with Friends and Relatives (FR) – as appropriate.
  - (f) Release of uninjured passengers from SRC (A) - and into airline/other agency care.

#### **4.1.3 SRC and CRC Locations at EIA**

- a) SRC is located in the MONUSCO Terminal near former parade ground
- b) CRC is located at the Fire Station (Training Room)
- c) The Manager Operations is responsible for the set up and overall command, control, communication and coordination of such centers.

#### **4.1.4 AVPOL role in the SRC and CRC**

On arrival at SRC and CRC the Aviation Police shall:

- (i). Maintain security of SRC and CRC
- (ii). Keep Media away from Uninjured Survivors.
- (iii). Ensure that Uninjured Survivors are released from SRC and CRC as soon as it is practically possible.
- (iv). Ensure orderly departure of Uninjured Survivors from SRC and CRC– for handover to airline care

#### **4.1.5 Department of Immigration role at SRC and CRC**

On arrival at SRC and CRC the immigration department shall:

- (i). Assign sufficient immigration staff to SRC and CRC to ensure rapid immigration processing of uninjured survivors

- (ii). Appoint an overall immigration Officer in charge of SRC and CRC
- (iii). Complete all immigration procedures and ensure that Uninjured Survivors are not required to comply with further immigration requirements, once they leave the SRC and CRC.

#### **4.1.6 URA Customs roles at the SRC and CRC**

- (i). Reconcile uninjured survivors with their baggage and personal effects (as applicable) with minimum delay.
- (ii). Ensure that once Uninjured Survivors are reconciled with baggage and personal effects (as applicable), any Customs checks required are to be conducted with the minimum of inconvenience to the Uninjured Survivors.

#### **4.1.7 Airline/ Ground Handling Agency role at SRC and CRC**

- (i). Provide transportation for uninjured survivors from the emergency site.
- (ii). Provide details of persons on board the aircraft to other agencies at SRC and CRC.
- (iii). Provide humanitarian and other support to the uninjured survivors.
- (iv). Assist in the “processing” of the uninjured survivors.
- (v). Account for all US transported from emergency site to SRC and CRC.
- (vi). Ensure that all uninjured survivors at SRC and CRC are handled humanely with respect and compassion.
- (vii). Liaise with the SRC Welfare Coordinator to ensure provision of food, beverages, accommodation, transport, funds, emergency supplies like clothing, baby care items, toiletries etc., for the uninjured survivors.

#### **4.1.8 EMS (Uganda Red Cross, St. Johns Ambulance) role at SRC and CRC**

- (i). Ensure that all US present in the SRC and CRC receive a brief medical assessment.
- (ii). Provide minor medical care as required.
- (iii). Provide counseling services as required and as available.

## **4.2 Meeters and Greeters**

### **4.2.1 Immediate Re-Union of uninjured survivors with Friends & Relatives (FR)**

Where **immediate reconciliation** (re-union) between uninjured survivors and their waiting FR at the airport is possible - and identified as such by the responding agencies (usually as a result of a mobile telephone conversation between the US and corresponding FR – and the correct completion of the PRC/PIF), the AVPOL, GHA and Concerned airline are responsible for the set up and control of suitable land side premises at the airport where the immediate re-uniting can take place.

### **4.2.2 Non Immediate Re-union of US with FR and Other Accident Victims**

The longer term re-union of US with other accident victims (i.e. hospitalized and/or deceased relatives, family and friends that were travelling with the US) and with FR that were not immediately re-united (with US) at the airport, is the responsibility of the airline.

## **4.3 Care of US after Leaving EIA**

The Airline (assisted by other agencies as appropriate) is responsible for the continued humanitarian and other support of the US, once they have left the jurisdiction of EIA.

## **4.4 Uninjured Crew**

- (i) The process for uninjured crew is similar to that for uninjured passengers. However, uninjured crew will be taken to an airside holding area separate from SRC (A)).
- (ii) This pre-designated area is known as the Crew Reception Centre (Airside) – CRC (A).

## **4.5 Care of Friends and Relatives (FR) Plan**

### **4.5.1 Purpose of the FR Plan**

The FR plan is established in order to achieve the following:

- (i). Containment (in a suitable location) of FR
- (ii). Humanitarian and other support to FR
- (iii). Registration / Gathering of information from FR
- (iv). Provision of information to FR
- (v). Assistance with immediate re-uniting of FR with US
- (vi). Release of FR- possibly into airline/other agency care, as appropriate Containment of FR.

### **4.5.2 FR Reception Center (FRC) - Airport**

1. Persons waiting for a flight which has been the subject of an accident can possess vital knowledge about the following:
  - (i). who was on board the accident flight (the accident victims);
  - (ii). identification of the next of kin of victims;
  - (iii). identification of victims' closest living relatives;
  - (iv). Contact numbers of other families, relatives and friends of victims - etc.
2. Additionally, and depending on circumstances, the persons waiting for the accident flight might be in varying degrees of shock, anxiety and grief, and might require the necessary humanitarian and other support required in such circumstances.
3. For the above reasons, EIA has prepared a plan to provide for a coordinated, effective, efficient and timely response, by agencies tasked with the care and processing of such waiting persons at the airport (known henceforth in this Plan as Friends and Relatives (FR)).

### **4.5.3 Location of FRC**

The FRC will be located and designed on the day of incident, in the area of the Main Terminal Departure entrance hall.

The Airport operations are responsible for the set up and overall command, control, communication and coordination (C4) aspects of the FRC.

### **4.5.4 Care of Friends & Relatives (FR) Plan + FR Reception Centre FRC - (Airport) - Roles and Responsibilities**

#### **4.5.4.1 Airport operations:**

- (i). Determine location and of the FRC within the landside or terminal building.
- (ii). Coordinate with the police and key agencies in provision of the necessary services at the FRC.

#### **4.5.4.2 AVPOL:**

On arrival at FRC the AVPOL shall:

- (i). In conjunction with GHAs, the accident airline and other responding agencies, take over responsibility for the set up and command, control, communication and co-ordination aspects of the running of this site
- (ii). Appoint an Officer in charge of FRC
- (iii). Establish necessary communications with the senior police officer attending the emergency and with all other relevant parties involved in the emergency response.
- (iv). Maintain security of FRC



- (v). Ensure that all responding agencies at FRC handle FR humanely, and with respect and compassion.
- (vi). Keep Media away from FR as a whole, unless individual FR express a desire to speak to the Media.

#### **4.5.4.3 Ground Handling Agencies**

- (i). Provide details of persons on board the aircraft to relevant FRC responding agencies
- (ii). Assist in the “processing” of the FR
- (iii). Liaise with the FRC Welfare Coordinator regarding the provision of food and beverage, accommodation, transport, funds to the FR.
- (iv). Assist with interpreters if possible.
- (v). Handle all enquiries from FR (regarding the accident flight victims), as appropriate
- (vi). Action a suitable process for matching accident flight victims with FR
- (vii). Receive FR into airline care, once released by AVPOL officer in overall charge of FRC, or when individual FR decide to leave FRC

#### **4.5.4.4 Medical Services**

- (i). Provide minor medical care, as required
- (ii). Provide counselling services, as required and as available.

#### **4.5.5 Reunion Areas (Airport) – (for Immediate Re-Union of FR with Uninjured Survivors)**

Where immediate reconciliation (re-union) between waiting FR and their corresponding US is possible at the airport and as identified by the responding agencies (usually as a result of a mobile telephone conversation between the US and corresponding FR), and after correct completion of the PRC and PIF forms, the AVPOL and passenger services are responsible for the set up and control of suitable land side premises at the airport, where the re-uniting can take place.

#### **4.5.6 Non Immediate Re-Uniting with Accident Victims**

The longer term re-uniting of US with other accident victims (i.e. hospitalized and/or deceased relatives, family and friends that were travelling with the US) and with FR that were not immediately re-united (with US) at the airport, is the responsibility of the airline.

## SECTION 5 – EMERGENCY RESPONSE FACILITIES

### 5.1 Emergency Operation Centre – EOC

- (i). EIA EOC is located in the roof top of the passenger terminal building and is available 24 hours.
- (ii). It is operationally available 24 hours a day.
- (iii). The Director Airports and Aviation Security/or his designate is the overall commander of EOC during an emergency.
- (iv). EOC Communication Equipment is checked and tested twice in 24 hours with key agencies.
- (v). Namazi Radar facility is the alternative EOC for EIA.
- (vi). A list of contacts for persons with roles at the EOC during emergency operations is available at the EOC.

#### 5.1.1 General Responsibilities of the EOC

- (i). Strategic emergency command, control, communication and coordination- 4Cs.
- (ii). High level support/co-ordination for the total emergency response effort.
- (iii). Collecting and collating data concerning accident victims plus cargo/ baggage, mail etc. – carried on board the accident flight.
- (iv). Collecting and organizing data on the total crisis response operation.
- (v). Assisting with welfare of passengers.
- (vi). Assisting with matching passengers to 'Friends and Relatives'
- (vii). Assisting with Airport re-uniting of passengers with Friends and Relatives.
- (viii). Regulate Release of Crisis Information to the Public and Media via a jointly coordinated Crisis Information Management system
- (ix). Full support / co-operation with the Aircraft Accident Investigation Authority.
- (x). Ensure Post Crisis Operations are completed expeditiously in order that normal operations may be resumed as quickly as possible.
- (xi). Emergency Information gathering and dissemination.
- (xii). Coordination with RCC, Government agencies, outside contractors, mutual aid and volunteer organizations.

The EOC is organized to carry out five major functions: command, planning, operations, logistics, and finance, each of which may be divided into sub-functional units.

- (a) **Command** – responsible for overall response management.
- (b) **Operations** – responsible for coordinating all operations to support the Incident Action Plans.
- (c) **Planning** – responsible for collecting, evaluating, and disseminating information and for coordinating development of Incident Action Plans.
- (d) **Logistics** – responsible for procuring facilities, services, personnel, equipment and materials.
- (e) **Finance/Administration** – responsible for tracking incident costs, forecasts, and payment of responders, contractors, and claims.

**5.1.2 Procedure for activating the EOC**

**Objective:** To assign responsibilities and specify actions for activation of the EOC.

**Scope:** For all types of emergencies which require the activation of the EOC.

**References:** Regulation 243 of the Civil Aviation (Aerodromes) Regulations 2022.

**Responsibility:** General Manager – EIA.

**Text:**

Actor	Steps	Activities
GM-EIA	1	Receive request for activation of the EOC from technical department which leads the technical operations of the emergency, i.e. ARFFS for Aircraft Accidents/ Incidents, Structural Fire Incidents and Dangerous Goods Incidents; AVSEC for security Incidents, Airport Operations for Public Health Incidents and Natural Disasters; Electrical for Power failure Incidents.
	2	Evaluate the request and instruct the Duty Officer Airport Operations to activate the EOC.
D/O AO	3	Call D/O AVSEC to open the EOC and deploy AVSEC personnel for access control at the EOC.
	4	Go to EOC, retrieve the contact list and call all the officials required at EOC.
	5	Determine the seating arrangement, display the tags, test and arrange the communication equipment.
	6	Retrieve the EOC sign-in/sign-out log sheet and put at the EOC reception Desk.
	7	Retrieve the EOC operations procedure files, Airport Emergency Plan and other guiding documents for use by the EOC officials.
	8	Retrieve all checklists/ forms for use by the EOC officials.
	9	Retrieve stationery, Reflectors and other materials for use by the EOC officials.
	10	Setup the Information display board to display entries of EOC activities.
	11	Arrange refreshments for the EOC officials.
	12	Respond to communications directed to EOC until a more senior official arrives to take over.

**5.1.3 Procedure for deactivating the EOC**

**Objective:** To assign responsibilities and specify actions for deactivation of the EOC.

**Scope:** For all types of emergencies for which EOC activation occurred.

**References:** Regulation 243 of the Civil Aviation (Aerodromes) Regulations 2022,

**Responsibility:** General Manager – EIA.

**Text:**

Actor	Steps	Activities
GM-EIA	1	Receive Situational Report indicating end of emergency operations from the technical department leading the technical operations of the emergency, i.e. ARFFS for Aircraft Accidents/ Incidents, Structural Fire Incidents and Dangerous Goods Incidents; AVSEC for security Incidents, Airport Operations for Public Health Incidents and Natural Disasters; Electrical for Power failure Incidents.
	2	Verify the report and present it to the EOC Commander for declaration of emergency operation stand down.
	3	Communicate EOC emergency operation stand down decision to the technical department and ATC.
D/O AO	4	Collect checklists and all other EOC materials from the officials, avail the sign-in/ sign-out log sheet to the officials and usher them out.
	5	Check all equipment and facilities, close the EOC and return keys to the D/O AVSEC.

## **5.2 Mobile Command Post (MCP)**

A purposely designed vehicle used as the point where co-operating tactical agency heads assemble to receive and disseminate information and make decisions pertinent to the rescue operation.

The MCP is capable of providing suitable accommodation, infrastructure, facilities and communications to permit the 'On-scene Commander' to undertake the local (tactical), on site command, control and co-ordination roles required of him. The importance of an agreed framework for command and control should not be underestimated. This enables each agency to tailor its own response and interface with the plans of other agencies without disrupting its own procedures. On arrival at the scene of an accident or incident, the emergency services should take appropriate immediate measures and assess the extent of the problem, under the command of their respective Incident Officers. They should concentrate on their specific tasks within their areas of responsibility reporting to and operating from the Mobile Command Post.

### **5.2.1 General Responsibilities of the MCP are:**

- (i). Facilitate tactical 4Cs by the On-scene Commander from a centralized accident site location
- (ii). Provide an Accident Site Facility for Joint Agency Liaison, briefing etc.
- (iii). Act as a Central Communications Centre at the accident site
- (iv). Act as a 'Focal Point' at the Accident Site on which all Other Tactical Command Posts should be based

### **5.2.2 Command Post Facilities:**

It is equipped with all infrastructure like seating, tables, power supply, utility supplies, air conditioning, communications equipment, megaphone, torches, high visibility clothing, protective clothing, identifying clothing, binoculars, cameras, fire extinguishers, first aid kits, stationery, triage tags, spare batteries and chargers, whiteboards, body bags, ropes and identifying banner, beacon etc.

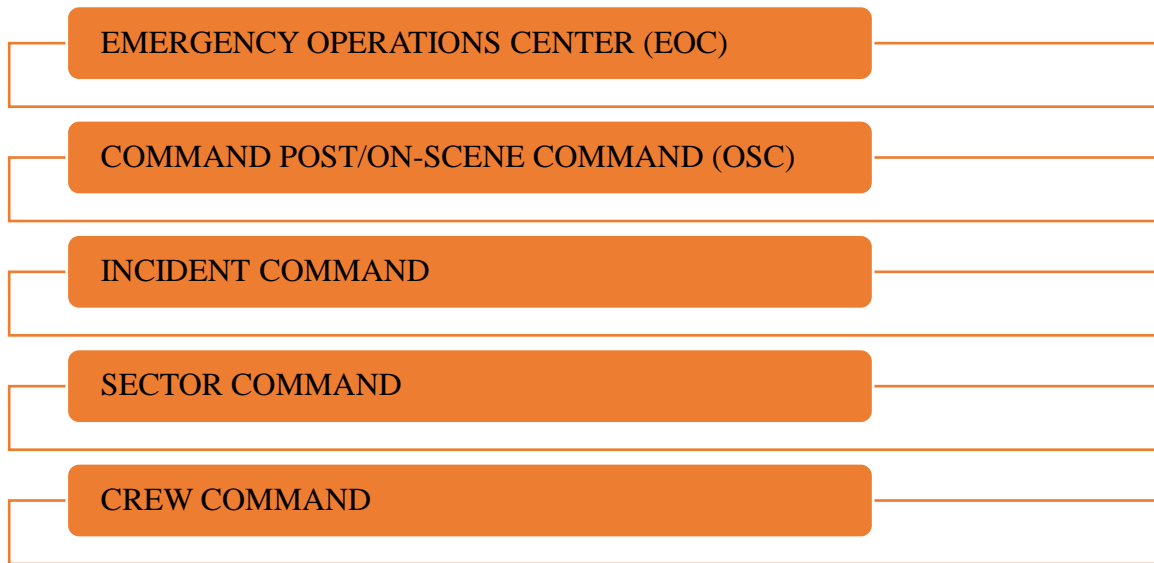
## **5.3 Contingency Plan when MCP is not available**

A memorandum of understanding has been signed with the ministry of internal affairs for Uganda police force to provide a mobile command vehicle in situations where EIA's designated mobile command vehicle is unavailable.

## **5.4 Command, Control and Co-ordination of Emergencies**

- (i). EIA implements the Incident Command System for effective and efficient incident/accident management.
- (ii). The Emergency Operations Centre coordinates operations with On-Scene Command, Incident Command and RCC.

## 5.5 Emergency Management Structure at EIA



### 5.5.1 On-Scene Command

- (i). On-Scene Command oversees emergency operations at the scene of an emergency.
- (ii). Representatives of key emergency response agencies constitute the On-Scene Command.
- (iii). Command post operations are headed by the On-Scene Commander.
- (iv). The following are EIA designated Command posts:
  - (a) Mobile Command vehicle – will be deployed at the incident scene for all on and off airport emergencies.
  - (b) Marine North Station – for aircraft ditches along the Northern paths of the aerodrome.
  - (c) Marine South Station – for aircraft ditches along the Southern paths of the aerodrome.

#### 5.5.1.1 Identification of Command Post personnel

Command post personnel in accident situation will be identified by the following distinctive coloured reflective jackets and labelling: -

- |            |   |   |
|------------|---|---|
| (a) Blue   | - | On-Scene Commander                      |
| (b) Red    | - | Incident Commander.                     |
| (c) Green  | - | Transport and Logistics.                |
| (d) Orange | - | Airport Management (Airport operations) |

#### 5.5.1.2 Appointment of the On- Scene Commander

- (i). The most senior ranking officer of the lead agency assumes the role of On-Scene Commander.
- (ii). Prior to the arrival of the designated On-Scene Commander, the first arriving most senior ranking officer of the lead Agency assumes the role of On-Scene Commander.
- (iii). The Lead Agency takes control of command in a specific Accident/incident. For instance,

- a) The first arriving most senior ARFFS/MRS ranking Officer takes command for structural fire, hazardous materials/ dangerous goods and aircraft accidents/ incidents.
  - b) The first arriving most senior ranking AVPOL Officer undertakes command for all security related incidents
  - c) Manager airport operations or his designate takes command for public health emergencies.
- (iv). A formal hand-over (from one commander to another) is undertaken during transition of command.

### **5.5.1.3 Duties of On-Scene Commander**

- (i). Make available proper functioning Command Post facilities, manpower, equipment (including IT & telecommunications), documentation & security 'fit for purpose.
- (ii). Ascertain and appropriately position the Command Post with regard to crisis site circumstances.
- (iii). Ensure On- Scene Command officials receive adequate briefing & handover from whoever had temporary on-scene command roles at crisis location before arrival of the designated commanders.
- (iv). Establish adequate representation of the agencies involved in the emergency at the command post.
- (v). Establish/ maintain a two-way communication with the Incident Commander, Rendezvous Points and EOC.
- (vi). Ensure chronological logging Of events pertaining emergency operations.
- (vii). Establish a properly functioning Rendezvous Point/s.
- (viii). Establish proper traffic flow to and fro the emergency site.
- (ix). Oversee performance of roles by all agencies as expected at the accident site.
- (x). Facilitate all emergency operations personnel to properly perform their roles.
- (xi). Obtain information concerning passenger load, flight crew compliments and any dangerous goods on board.
- (xii). Verify the establishment of Casualty Reception Center and its proper functioning.
- (xiii). Verify the establishment of Crew Reception Center and its proper functioning.
- (xiv). Maintain appropriate reports & records at the Command Post.
- (xv). Receive regular situation reports from the incident commander.
- (xvi). Follow the procedures for preservation of evidence during and after emergency operations

## **5.5.2 Incident Command**

EIA has provided for Incident Command which is responsible for formulating and implementing tactical approaches or strategies for effective emergency management. This then feeds into the On-Scene Command.

The Incident Commander oversees the Incident operations.

All the Field Operations officers (Sector Commanders) report to the Incident Commander.

### **5.5.2.1 Designation of the Incident Commander**

The Operations Officer (Duty Officer) of the lead agency is the designated Incident Commander.

Prior to the arrival of the designated Incident Commander, the most senior ranking officer of the lead agency shall be the Incident Commander.

### 5.5.2.2 Duties of the Incident Commander

- (a) Command and coordinate Incident operations.
- (b) Monitor the performance of the crews in the different sectors.
- (c) Ensure operations are conducted safely.
- (d) Maintain a detailed record of the Incident Operations.
- (e) Advise the Command Post to release agencies no longer required.
- (f) Report the number and names of survivors to the OSC.
- (g) Request additional OSC assistance when necessary (for example, medical evacuation of seriously injured survivors).
- (h) Make periodic situation reports (SITREPs) to the OSC.

### 5.5.2.3 Designated Incident/Accident Command

Type of Emergency	Lead Agency	On-Scene Commander	Incident Commander
Aircraft Accidents and Incidents	ARFFS	Chief Fire Officer	Deputy Chief Fire Officer
Bomb Incidents (Threats against Aircraft, Airport and Aviation Installations)	AVPOL	Commandant AVPOL	Senior Standby Officer (SSO)
Unlawful Seizure of Aircraft (Hijack)	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Armed Attacks against Airport and Aircraft	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Cyber Threats	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Sabotage of Aircrafts and Aviation Facilities	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Acts of Civil Disorder	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Non-structural/Vehicle Fire	ARFFS	Chief Fire Officer	Deputy Chief Fire Officer
Fires at Fuel Farms/Storage Areas	ARFFS	Chief Fire Officer	Deputy Chief Fire Officer
Structural Fire Incidents	ARFFS	Chief Fire Officer	Deputy Chief Fire Officer
Natural Disasters	Airport Operations	Manager Operations	Duty Airport Operations Officer
Hazardous Materials/Fuel Spills	Airport Hazardous Response Team	Chief Fire Officer	Deputy Chief Fire Officer



Power Failure	Electrical Selection	Manager Aerodrome Maintenance	Chief Electrical & Electronics Engineer
Crowd Control/Evacuation	AVPOL	Commandant. AVPOL	Senior Standby Officer (SSO)
Public Health Incidents	Airport Medical facility	Manager Operations	Coordinator EMS (Kazuri MS)

## 5.6 Casualty Management:

### 5.6.1 Triage Area

- (i). Establish a triage area at least 90m (300ft) upwind of the accident site.
- (ii). Erect tents to shelter triage / immediate medical care of casualties if needed.
- (iii). Provide portable air conditioning and portable water to the tents for casualties and emergency workers without delay
- (iv). Upon arrival of airport medical facility team, the senior or most experienced doctor takes over the role of Tactical Commander / Medical Services and shall appoint a 'Medical Transport Coordinator' and ensure that a medical liaison person is appointed to the On-scene Command in the MCP.
- (v). Maintain track of casualties evacuated to hospitals; i.e. where, when, condition, and how they were transported.
- (vi). Tag uninjured survivors (passengers and aircraft crew) - as such and then to move them on to a separate, nearby area – reserved for them i.e. the 'Uninjured Collection Area' (See care of Uninjured survivors plan (US)).
- (vii). Separate uninjured crew from uninjured passengers once they leave the accident site and the two groups are kept separated thereafter.

Crew should also not 'mix' with friends & relatives of passengers

The crew shall be 'protected' from the Media and appropriate humanitarian and welfare support provided (See care of Uninjured Survivor plan (US))

### 5.6.2 Casualty Classification

Casualties are classified as follows: -

- (a) Priority I (Red) - Immediate care - Stabilization/Helicopter/Ambulance.
- (b) Priority II (Yellow) - Delay care - Ambulance case.
- (c) Priority III (Green) - Minor care – SRC.
- (d) Priority IV (Black) – Deceased – Mortuary.

Triage of casualties includes the use of casualty identification tags to aid in the sorting and transportation to hospital of the injured. If deemed necessary, more than one triage area is established.

### 5.6.3 Triage Flow Chart

<b>Triage Tent Category</b>	<b>Presentation</b>	<b>Immediate Action</b>	<b>Further Action</b>	<b>Follow Up</b>
Critical	Severe injury, major bleeding, difficulty breathing, etc.	Emergency procedures (ABC, CPR, oxygen), emergency medication, stabilization (e.g. surgical toilet, splint, dressings) and reassess	Put in Chopper and refer to specialized facility	UCAA, Airlines, relatives
Urgent	Bleeding, severe pain, deep cut wound, severe burns, spinal injury, etc.	Emergency procedures, emergency medication, stabilization (e.g. surgical toilet, splint, dressings) and reassess	Put in Chopper or Ambulance and refer to specialized facility	UCAA, Airlines, relatives
Minor	Minor injuries	Stabilize and reassess	Send to airport observation center or put in Ambulance and refer to referral Hospital for further checkup and observation	UCAA, Airlines, relatives
Unresponsive	Dead	Put in Body bag.	Take to the Morgue	UCAA, Airlines, relatives

### 5.6.4 Estimated number of casualties in an aircraft accident

Statistical data collected from aircraft accidents indicates that about 75 per cent of the aircraft occupants are expected to be surviving casualties. It can be expected that requirements for care of these are distributed as follows:

- (i). 20 per cent — Immediate care (Red —Priority I)
- (ii). 30 per cent — Delayed care (Yellow —Priority II)
- (iii). 50 per cent — Minor care (Green — Priority III)

#### **A table showing the estimated number of casualties resulting from an aircraft accident;**

Aircraft occupants	Number of Survivors	Priority I (20 Percent casualties)	Priority II (30 Percent casualties)	Priority III (50 Percent Casualties)
500	375	75	113	187
450	338	68	101	169
400	300	60	90	150

350	263	53	79	131
300	225	45	68	112
250	188	38	56	94
200	150	30	45	75
150	113	23	34	56
100	75	15	23	37
50	38	8	11	19

These figures are based on the assumption that the maximum number of surviving casualties at an aircraft accident occurring on or in the vicinity of an airport is estimated to be about 75 per cent of the aircraft occupants.

### 5.6.5 Control of the Movement and Flow of the Injured Persons

The injured persons pass through four areas that are carefully located and easily identified by sign posts provided. These are:

- (a) **Collection area:** An area where seriously injured persons are initially collected after separation from the debris.
- (b) **Care Area:** Initially this is a single care area only. It is subsequently subdivided in three sub-areas according to the three categories of injured (i.e. Priority I thru III). Tents shall be provided at the scene to facilitate the caring of the injured. Alternatively, in bad weather the Departure/Arrival lounge Terminal I is used as the care area.
- (c) **Transportation Area:** A transportation area for the recording, dispatching and evacuation of survivors is located between the care area and the access road to hospitals. Staff from the Medical Services Providers Coordinator (MSP) man this area. Arriving Ambulances shall report to the Rendezvous point for further instruction.

### 5.6.6 Care for the Deceased

- (i). The dead are to be triaged, tagged black, put on a stretcher and covered with black cloth.
- (ii). The dead (whether whole or in dismembered parts) are to be left undisturbed at the accident site unless it is vital to move bodies for safety reasons or for preservation of evidence.
- (iii). Movement of the dead (in general) from the accident site is only by permission of the Accident Investigation Authority and / or the Coroner (Forensic Doctor or equivalent) and / or the Police.
- (iv). AVPOL is responsible for provision of security at the temporary morgue location.
- (v). When cleared for removal from site by the 'appropriate authority', bodies are taken by suitable means of transport to the 'temporary morgue'
- (vi). Casualties who die at the accident location (i.e. victims not killed immediately in the accident) are moved to a nearby (discrete if possible) temporary body holding area prior to removal from the accident site to the mortuary facility mentioned above.
- (vii). If it becomes necessary to remove bodies before the arrival of a doctor or accident investigation team, the location of the remains is:
  - photographed from at least four different angles,
  - Prominently marked and cross-referenced with an identification tag on the body (Police or Government Press Photographer can be used for the purpose).

- (viii). Avail gloves are for stretcher-bearers removing the remains of the deceased.
- (ix). Refrigerated storage facilities for a large number of bodies are provided by Entebbe Referral Hospital and UPDAF Medical Facility in Katabi.
- (x). Additional storage space for bodies is provided through the signed MOUs with other Hospitals and funeral homes.
- (xi). The accident investigation team generally has the authority and the need to require autopsies and toxicological analysis of all flight crew members. The need for these tests is determined prior to release of bodies;

### **5.6.7 Medical Care**

Survivors will be examined by trained rescue personnel, given available emergency medical aid, and then promptly transported to the appropriate medical facilities.

### **5.6.8 Payment towards Medical Assistance to Passengers**

The concerned airline is responsible for making payments to the hospitals, clinics etc. for the treatment given to the passengers affected by the aircraft accident.

### **5.6.9 Medical Examination of Crew Members:**

#### **5.6.9.1 Crew Alive**

Crew are taken to the Airport Medical Facility (Kazuri Medicals) for medical examination under the responsibility of the aircraft operator.

Medical Officer is responsible for conducting a comprehensive clinical check-up comprising of general and systematic medical examination, especially the status of the Central Nervous System and higher centre of each crew member.

Record in triplicate the detailed findings, along with special remarks if any. Each copy is signed by the individual examined and counter signed by the official accompanying the crew members. The date and time of examination is noted.

#### **5.6.9.2 Crew Dead**

Are transported to Entebbe Referral Hospital.

The body subjected to a detailed post mortem examination to ascertain the precise cause of death, including presence of carbon monoxide, alcohol content etc. in the system.

The post-mortem includes aspects of any incapacitation, prior to the accident, as suspected causes of death.

Prior to subjecting the body to a post mortem, its identity must be fully established. A full body photograph must be taken.

Clothes and belongings should be recorded and preserved carefully in accordance with Police procedures.

### **5.6.10 Use of Triage Tag**

- (i). Enter the time (when victim was triaged assessed) against clock symbol
- (ii). Complete Victim's name and address if possible
- (iii). Provide name of person giving treatment
- (iv). Indicate victim's injuries on sketch of human body

- (v). Write down details of injections / medication given
- (vi). Tear off the colored tabs according to injury / hospitalization priority e.g.
  - For dead victims – tear off the red, yellow and green tabs
  - For victims having injuries requiring immediate hospitalization – tear off the yellow and green tabs
  - For victims having injuries requiring non-immediate hospitalization – tear off the green tab
  - For uninjured (or minor injuries only) victims leave all 4 colored tabs in place – etc.
  - Attach the triage tag securely to the body or clothing of victim

### 5.6.11 Transporting Casualties to Hospitals

- (i). When a victim is dispatched to hospital the tear off (numbered) triangular tab at top left of front of triage tag is to be torn off and presented to the Tactical Commander / Medical Services or representative. This serves as a record of the dispatch of this victim from the accident site.
- (ii). The registration number of the vehicle (ambulance number) used and the time of leaving the accident site should be written on reverse of this tab if possible
- (iii). When a victim is delivered to a hospital, the 'delivery person' should tear off and retain the other (numbered) triangular tab (top right of front of triage tag) and insert on the reverse the name of the hospital to which the victim was delivered.
- (iv). The registration number of the vehicle used (and / or ambulance number) and the arrival time at the hospital should also be inserted if possible.
- (v). The delivery person should then (circumstances permitting) deliver (or arrange for delivery) the tab to the appropriate hospital authority person keeping account of victim arrivals at that particular hospital
- (vi). **Uninjured victims (and those with minor injuries only)** should also be triage tagged before they leave the accident location. Triangular tabs should not be removed.

### 5.6.12 Morgue

Entebbe Referral hospital and UPDAF Medical Facility at Katabi serve as the morgue. After removing bodies of the deceased from the wreckage or accident site, they are temporarily kept in a separate tent before being transported to the Morgue.

## **SECTION 6 - MANAGEMENT ARRANGEMENTS**

### **6.1 EIA Emergency Planning Committee**

The EIA Emergency Planning Committee is a joint agency forum which makes a vital contribution in progressing the various issues pertaining to this AEP and other related emergency plans – especially in association with those agencies supplying aid from the surrounding community.

The Committee shall continue to meet and shall take the pursuit of negotiated and completed 'Mutual Aid Emergency Support Agreements' as one of its major tasks.

Additionally, pro-active measures shall be taken by the Chairman of this Committee to ensure that all relevant 'surrounding community' agencies attend each meeting

It is essential that follow up actions assigned in meeting minutes are carried out diligently and quickly by all parties so assigned – ideally before the next meeting of the Committee

The AEPC shall consist of representatives from the relevant airport and Assisting agencies as follows.

- (i). GM-EIA - Chairman
- (ii). MSMS
- (iii). ASM
- (iv). MO
- (v). OC - ANS
- (vi). Ground Handling Agency Representatives
- (vii). AVPOL commandant
- (viii). Medical Services Coordinator (on airport)
- (ix). Hospital Representative (Off Airport Medical & Ambulance)
- (x). Immigration & Customs Representatives.
- (xi). Chairman AOC
- (xii). CJSO
- (xiii). EJAF
- (xiv). CFO– Secretary

The AEC Members are formally appointed by DAAS and the terms of reference are contained in their appointment instruments.

#### **Responsibilities of the AEC**

- (i). Identification of the core component parts of the Aerodrome Emergency Plan (AEP) to determine how and when these are to be tested.
- (ii). Develop comprehensive contingency plans.
- (iii). Review response capability and issues from external emergency services.
- (iv). Discuss and consider plans for external emergency services to become involved with the process of aerodrome emergency planning and the resultant training implications.
- (v). Planning of the emergency exercises to test the participating agencies.
- (vi). Take active role and responsibility in Real Emergency situations

### **6.2 Emergency Exercises**

The purpose of Airport Emergency Exercises is to ensure the adequacy of:

- (a) The response of all personnel & parties involved
- (b) The effectiveness & efficiency of Emergency Plans and Procedures

(c) The effectiveness & efficiency of Emergency Equipment and Communications

### **6.2.1 Types of Emergency Exercises**

The AEP will be tested by carrying out the following exercises:

- (a) Table-top Exercises.
- (b) Partial Exercises.
- (c) Full-scale Exercises

### **6.2.2 Exercise Schedule**

Aerodrome emergency exercises will be conducted as per the following schedule:

- (a) Full –scale exercises: At least once every two years
- (b) Partial exercises: At least once each year that a full-scale exercise is not held.
- (c) Table top exercises: At least once each six months.

### **6.2.3 Tabletop Exercises**

- (i). The table-top exercise is designed to test the integration and capability of emergency response resources – without the expense and disruption to services associated with the full-scale or partial exercise.
- (ii). Typically, such exercises are run frequently in order to reconfirm procedures, policy, emergency contact information, radio frequencies, changes in key personnel etc.
- (iii). Generally, table-top exercises require only use of a meeting room, a large scale map of the airport and surrounding area - and the attendance of the responsible and relatively senior (empowered) representatives from all agencies involved as part of any particular exercise scenario
- (iv). Typically, an accident scenario plus an accident location are selected and each exercise participant describes what actions their agency would take in response.
- (v). The exercise is interactive between all participants and should test not just the specific agency procedures – but also all aspects of the associated inter-agency co-ordination processes also required
- (vi). Lessons learned' from table-top exercises should be documented and distributed to all agencies associated with the emergency response.
- (vii). Where necessary, the AEP is also to be updated in accordance with this feedback.

### **6.2.4 Partial Exercises**

- (i). Partial exercises involve an actual, physical response.
- (ii). Partial exercises are required to:
  - (a) train new personnel;
  - (b) evaluate new equipment, techniques or procedures;
  - (c) comply with mandatory recurrent training requirements
- (iii). Partial exercises are relatively economical because of their limited scope and are effective and efficient due to the ability to repeat the exercises on a fairly frequent basis.
- (iv). Such exercises might only involve one responding agency – e.g. the fire and rescue services or the medical services. However, they can also be scaled up to additionally involve co-ordination procedures between several different units, if required.

### **6.2.5 Full-scale Exercise**

- (i). The GM-EIA is responsible for the process of planning, organizing and conducting the full-scale exercise..
- (ii). All agencies expected to respond to an actual emergency at or in the vicinity of EIA should participate in Full-scale exercises
- (iii). Post exercise debriefing/critique will be conducted at which all exercise participants/agencies are represented.
- (iv). 'Lessons learned' shall be compiled and documented and all associated agency emergency response plans updated, as required
- (v). The conduct and planning of Full-scale exercises should generally be in accordance with the proposed requirements contained in ICAO Doc 9137 / Part 7 (Airport Emergency Planning') – Chapter 13
- (vi). The GM-EIA is responsible for the scheduling, running, conduct and feedback of all desktop, Partial and Full Scale exercises at EIA.

### **6.2.6 Timeline for an emergency exercise or actual emergency report and implementation of the corrective actions.**

The Airport Emergency Planning Committee shall ensure that all participating agencies/ organizations submit their reports within two (2) weeks after an exercise or actual emergency to the secretary.

The Chief Fire Officer/ Secretary Emergency Planning Committee shall compile the reports and produce the final report for presentation to the Airport Emergency Planning Committee within One (1) Month after an exercise or actual emergency.

The Airport Emergency Planning Committee shall ensure that all corrective actions are implemented within 3 Months after an exercise or actual emergency.

## **6.3 Training and Drills**

The AEC carries out TNA, prepares and implements a training program.

The trainings address gaps in Incident Command and Control, Team coordination, Communication and Equipment handling/operation.

The AEC prepares a schedule for drills which the agencies follow.

Quarterly (Every three months) meetings are convened to discuss the progress of these drills.

## **6.4 Crisis Information Management**

Collecting and disseminating emergency information involving EIA is the responsibility of all involved agencies via the EOC

The UCAA Manager Public Affairs is responsible for all issues concerning the crisis communication with the public.

No communication relating to any type of emergency between any airport services staff and media is allowed.

ALL releases shall come from the UCAA MPA or EOC at the Media Centre located at the VIP Press Room.



### **6.4.1 Press Centre**

In the event of a crash or emergency at EIA, the public affairs department in conjunction with the Airline, Ground Handling service, and Police, should set up a Press Centre to handle the media and issuance of press releases.

### **6.4.2 Video Coverage and Photography at the Scene**

No one except the following are allowed to take photographs and Video Coverage.

- (a) UCAA Official Photographer for purposes of record and accident investigations.
- (b) Aircraft Operator's Official Photographer for evidence, subject to clearance by Chief Inspector of Accidents or EOC if need arises.
- (c) Police photographer for official purposes.
- (d) Other press/media persons with clearance from the EOC.

## **6.5 Administrative and Logistical Plans**

### **6.5.1 Administrative Plans**

This plan caters for how the Directorate of Human Resources and Administration ensures resources are availed to the Emergency Response team for their use. These resources include: transport, fuel, food and drinks, personnel and personnel allowances to mention but a few.

The plan includes setting up a mobile office/booth for:

- (a) Preparing fuel orders for refunding fuel to Responding Mutual Aid Agencies;
- (b) Ensuring that fuel dispensed is signed for by responding agencies;
- (c) Keeping Records of the whole process.
- (d) Ensuring all the resources are availed when needed.

### **6.5.2 Procurement Plans**

This plan caters for how the procurement (PDU) unit will procure services, works, and supplies for use by the Emergency Response teams.

The plan includes setting up a mobile office/booth for:

- (a) Assistance in purchasing emergency requirements
- (b) Ensure formalization of transaction undertaken during emergency response

### **6.5.3 Finance Plans**

This plan caters for how funds are availed to the Emergency Response Teams.

The plan is headed by the directorate of finance.

The requirements to be funded include: food and beverages, fuel, transport, personnel allowances and equipment hire.

The plan includes setting up a mobile office/booth for:

- (a) Getting expenditure authorization from the Accounting officer or Senior Officer On duty
- (b) Preparing emergency payment schedules;

- (c) Payment/Refund of any monies spent by Responding Mutual Aid Agencies;
- (d) Ensuring that every money spent is signed for and properly accounted for;
- (e) Making arrangements for Replenishing used funds.
- (f) Ensuring that all financial records, invoices, and purchase requests are forwarded to the Finance Department for recording, tracking purposes, booking and accountability.

All departments shall forward financial information and reports to the Finance and Administration Department.

Aircraft operators implement their own welfare plans to look after their passengers with alternative travel arrangements, accommodation etc.

## 6.6 Precautions for Weather Induced Physical Problems.

Scorching sun heat, heavy rains, storms and cold temperatures are likely to present physical problems to the accident victims and emergency operation personnel.

- (i). The following precautions are taken to safeguard accident victims against weather induced physical problems:
  - (a) Provision of tents to protect accident victims against harsh weather conditions.
  - (b) The Arrivals or Departure lounges are used to handle the accident victims during heavy rains and storms.
  - (c) Blankets are available to the accident victims for protection against coldness.
- (ii). The following precautions are taken to safeguard emergency operation personnel against weather induced physical problems:
  - (a) Train workers on how to prevent and recognize cold stress illnesses and injuries and how to apply first aid treatment.
  - (b) Train workers on the appropriate engineering controls, PPE and work practices to reduce the risk of weather induced physical conditions, e.g. Cold stress.
  - (c) Use proper engineering controls, safe work practices, and personal protective equipment (PPE) provided by your employer. For example, radiant heaters may be used to warm workers in outdoors. If possible, shield work areas from drafts or wind to reduce wind chill
  - (d) Provide plenty of warm sweetened liquids to workers who may have been dehydrated.
  - (e) Assign workers to tasks in pairs (buddy system), so that they can monitor each other for signs of cold stress
  - (f) Give workers frequent breaks in warm areas/ cold areas
  - (g) Dress properly for the cold.
  - (h) Stay dry in the cold because moisture or dampness, e.g. from sweating, can increase the rate of heat loss from the body.
  - (i) Keep extra clothing (including underwear) handy in case you get wet and need to change.
  - (j) When working outdoors, supervisors and workers should continuously monitor weather conditions. Watch for darkening clouds and increasing wind speeds, which can indicate developing thunderstorms.
  - (k) Seek Shelter in Buildings after hearing thunder or seeing Lightning and remain in the shelter for at least 30 minutes after hearing the last sound of thunder

## 6.7 Human Factor Principles

Entebbe International Airport has included basic human factor principles in procedures and processes for emergency response. These embrace how people interact with tasks, other people, machines, information sources and the environment. The consideration is that humans have limitations and capabilities.

The Aerodrome Emergency Plan has observed Human Factors principles to ensure optimum response by all existing agencies like Rescue & Fire Fighting (ARFF) personnel, Air Traffic Services, security, engineers, aircraft operators, DAAS & other external organizations participating in emergency operations.

All aerodrome stakeholders in developing policies, procedures and guidelines for Aerodrome Emergency Services are required to take into account human factors principles as described below;

- (a) Develop checklists for agencies and operators with respective roles in the AEP
- (b) Clear labelling and signage for the Emergency Operations Centre (EOC) or Mobile Command Post, Rendezvous area, to reduce confusion (want to reduce thinking and opportunities for incorrect decisions);
- (c) Nominating a person who is responsible for the AEP (create ownership so it remains updated);
- (d) The layout of the AEP is important (this is critical to providing an effective and efficient plan);
- (e) The plan observes human factors principles to ensure optimum response by all existing agencies participating in emergency operations.

The principles include:

- (i). Workload;
  - (ii). Capabilities (personnel, equipment and facilities)
  - (iii). Functions;
  - (iv). Fatigue;
  - (v). Decision aids;
  - (vi). Environmental conditions and constraints;
  - (vii). Team versus individual performance; and
  - (viii). Training effectiveness;
  - (ix). Knowledge;
  - (x). Experience;
  - (xi). Staffing including numbers;
  - (xii). Skill levels;
  - (xiii). Organizational structure;
  - (xiv). Safety and health aspects; and
  - (xv). Safety systems and protective equipment.
- (f) Need for adequate rest and breaks, especially in physically demanding roles, whilst sustaining continuity of response;
  - (g) Provision of CARE (Caring Action in Response to Emergency), mental and psychological treatment for the survivors, ARFF personnel and emergency responding personnel;

## **SECTION 7 - SUPPORTING PLANS**

### **Disabled Aircraft Removal Plan**

Details are contained in the EIA's Disabled Aircraft Removal Plan UCAA/EIA/DARP.

### **Terminal Evacuation Plan**

The purpose of this plan is to provide a defined course of action to be taken by all EIA Airport personnel in the event of an emergency situation.

#### **7.1.1 Responsibilities**

##### **a. Fire Wardens**

The responsibilities of Fire Wardens are as follows.

- (i). Ensuring that all employees in their departments evacuate the building in a safe and controlled Manner
- (ii). Ensuring that employees within their control are fully aware of their roles and responsibilities in the event of an emergency.
- (iii). Ensuring evacuation routes are clearly identified and communicated.
- (iv). Ensuring that an up to date list of emergency telephone numbers is displayed on notice boards and on telephones.
- (v). Ensuring that all emergency exit routes are clear of obstructions and are readily identified.
- (vi). At the assembly point, the Emergency Wardens should organize each of their departments into groups and initiate a roll call from the people in their department to determine if any persons are missing.
- (vii). Fire wardens should then report to the Safety Representative (SR) and identify any missing persons.
- (viii). The fire Wardens and SR (Safety Officer) are responsible for ensuring no one returns into building until the emergency services determine that it is safe to do so.

##### **b. Safety Representative (SR)**

- (i). Assemble all building occupants together with members of staff at the assembly points.
- (ii). Coordinate with the Fire Wardens to identify any missing persons. This should be done in as short a time as possible.
- (iii). Gather any information about the type of emergency and any other relevant details from the personnel present.

#### **7.1.2 Hosting of Visitors**

- (i). Personnel who sign in visitors/contractors to the facility are responsible for those people during their time on site.
- (ii). They should be made aware of the Emergency Evacuation Procedure.

### 7.1.3 Actions on Hearing the Evacuation Alarm

On hearing the alarm personnel should:

- (i). Immediately stop what they are doing.
- (ii). Make safe the area that they are working in.
- (iii). Proceed to exit the building by the nearest safe escape route in a calm manner.
- (iv). Proceed to the Assembly Point marked on the emergency evacuation plan.
- (v). Follow any instructions of the Emergency Wardens.
- (vi). Do not Run or panic or stop to collect valuables or other personal effects
- (vii). Do not re-enter the building until the emergency services have declared it safe to do so.

### 7.1.4 Designated Fire Assembly Points & Staff Accountability Roster

Assembly Point	Designation
Grass Area Opp. Parking Yard (Park A)	<ol style="list-style-type: none"> <li>1. URA Cargo Staff</li> <li>2. Cargo Terminal tenants</li> <li>3. All non-travelling public</li> <li>4. DAS bonds staff</li> <li>5. Landside terminal tenants</li> <li>6. AVSEC staff</li> <li>7. AVPOL staff</li> <li>8. NAS security staff</li> <li>9. CAA Engineering staff</li> <li>10. All other CAA staff</li> <li>11. All other NAS staff</li> <li>12. Passengers on landside</li> <li>13. All other Government controls Personnel found on land side i.e. Security Agencies, CAPT. Immigration</li> </ol>
Grass Ground Opp. Bay 11	14. All passengers and staff found on Airside

**7.1.5 Passenger Terminal Zoning**

<b>Zone</b>	
<b>Ground Floor</b>	
1	(a) Meeters/Greeters waiting lobby; (b) Hotel Reservation Offices; (c) Car Hire Offices; (d) Restaurant; (e) Banks (f) Plumbing office (g) AVSEC briefing/changing rooms
2	(a) Arrivals Hall Customs; (b) Immigration & Security Offices
3	(a) CAA Electrical Room; (b) CAA Air Transport Office; (c) NAS Operations Centre; (d) CAA Airside Operations Office; (e) NAS resting room. (f) DAS Offices
4	(a) Baggage sorting area and associated offices
5	(a) Customs ware house & Baggage tracing office
<b>First Floor</b>	
6	(a) Karibuni Lounge; (b) Crane Restaurant; (c) Transit concourse; (d) Duty Free shops; (e) Good African Coffee Shop (f) Lounges 2, 3 and 4 and Domestic lounge
7	(a) Departures; (b) Check-In-Counters; (c) AVSEC Offices (d) CCTV Room

8	<ul style="list-style-type: none"> <li>(a) VIP Lounge</li> <li>(b) Waiting lobby</li> <li>(c) Crane cafeteria</li> <li>(d) Posta</li> <li>(e) Shops</li> </ul>
<b>Second Floor</b>	
9	<ul style="list-style-type: none"> <li>(a) CAA Offices;</li> <li>(b) NAS Offices;</li> <li>(c) Airline offices</li> </ul>
10 Voyager Kitchen & Restaurant	
11	<ul style="list-style-type: none"> <li>(a) Diplomatic Duty Free</li> <li>(b) Departure lobby;</li> <li>(c) Airline Offices</li> </ul>
12	<ul style="list-style-type: none"> <li>(a) Presidential Lounge;</li> <li>(b) Pantry, CAA and other offices</li> </ul>
13	IT server room
<b>Top Floor</b>	
14	<ul style="list-style-type: none"> <li>(a) CAA Engineering and signalers offices</li> <li>(b) Upcountry offices</li> <li>(c) Call Centre office</li> </ul>

## SECTION 8 – RECOVERY

### 8.1 Recovery

It is essential that the need for recovery operations is assessed and planned during the early stages of an emergency response operation- The AEP Committee is responsible for the recovery process.

### 8.2 Contingency Planning

All Airport agencies should prepare contingency plans to cope immediately with the loss of all or part of a facility, including but not limited to passenger terminals, freight facilities, fuel facilities, road access, administration buildings etc.



### **8.3 Removal of Wreckage**

- (i). Subject to clearance by the investigating teams, the owner of the aircraft or DAAS/ GM-EIA is responsible for the removal of wreckage and clean-up of facilities.
- (ii). The owner / DAAS/ GM-EIA is also responsible for the removal and disposal of fuel and hazardous materials.
- (iii). Once the investigation and removal of wreckage/clean-up are completed, the next stage of the recovery phase is to bring the airport back to full operational status in a safe, efficient and orderly manner.

### **8.4 Post Emergency Recovery and Return to Normal Operations**

The GM-EIA is responsible for ensuring that all appropriate actions are taken, regardless of the type of emergency, to re-establish safe airport operations after an incident.

#### **8.4.1 Debriefing**

All emergency response/ management personnel shall participate in the debrief convened at the DAAS boardroom, chaired by the DAAS after every incident, with the agenda as follows;

- (i). Prayer.
- (ii). Communication from the Chairperson.
- (iii). Critique of the Incident.
- (iv). Lessons learnt.
- (v). Way forward.
- (vi). Closure.

#### **8.4.2 Documentation of emergency actions**

All responding agencies should provide written reports from all of their participating personnel and a complete document covering the entire response operation is produced.

A table top meeting should be held to consider these documents for future improvements to the emergency plan.

The CFO is responsible for coordinating the documentation of all actions taken and providing the occurrence report.

#### **8.4.3 Keeping of Incident records**

Records of all incidents shall be kept by the Chief Fire Officer and copy maintained in the EOC.

#### **8.4.4 Airport Inspections**

Inspection of the Runway and other manoeuvring areas, apron, and airport lighting is required by the Manager Air Traffic Control - to determine the damage, if any, resulting from the emergency. After consultation with the GM-EIA, MO, MAM, MATS and ASM- the DAAS declares the Airport open to normal operations.

#### **8.4.5 Emergency Response Personnel Crisis Psychotherapy**

The airport clergy and counsellors attend to all emergency response personnel crisis psychotherapeutic needs.

#### **8.4.6 Reconstruction and General Clean up**

Upon release of wreckage by the Accident Investigator, the GM-EIA delegates the Airport Operations to coordinate removal operations with the aircraft owner.

Airport Operations and Aerodrome Maintenance conduct a damage assessment on the airport facilities affected by the incident and carry out Foreign Object Debris (FOD) clean up.

Airport Maintenance then commence airfield repair operations if necessary.

#### **8.4.7 Public information**

The EOC, Public Affairs Department and Customer Care Officers inform the public from time to time.

#### **8.4.8 Restoration of Protective Services**

The CFO ensures replenishment of Firefighting media, Equipment and other resources necessary to restore the RFFS level of protection for the Airport category.

The ASM, Commandant AVPOL and other Airport Security Agencies ensure restoration of security services.

#### **8.4.9 Transition of Authority**

All officers and agencies who assumed initial roles and responsibilities to ensure smooth emergency response operations should provide full briefs and reports to the incumbents in the process of transiting the authority.

### **8.5 Communicating Termination of Emergency**

If the airport has been partially or fully closed because of an emergency situation, it does not re-open until assigned personnel have ensured that:

- (a) Aircraft operating areas are safe and secure.
- (b) Aircraft movement areas to be reopened have been inspected.
- (c) Adequate aircraft rescue and firefighting protection is available (if applicable).
- (d) Public safety is assured.

Having ensured the conditions listed are in place, the GM-EIA then communicates the termination of the emergency to all agencies involved and the general Public.

Closed areas of the airport are re-opened and all NOTAMS issued are cancelled.

### **8.6 Compensations and Legal Factors**

The legal department is responsible for handling all issues related to compensations and other legal issues arising from an Emergency.

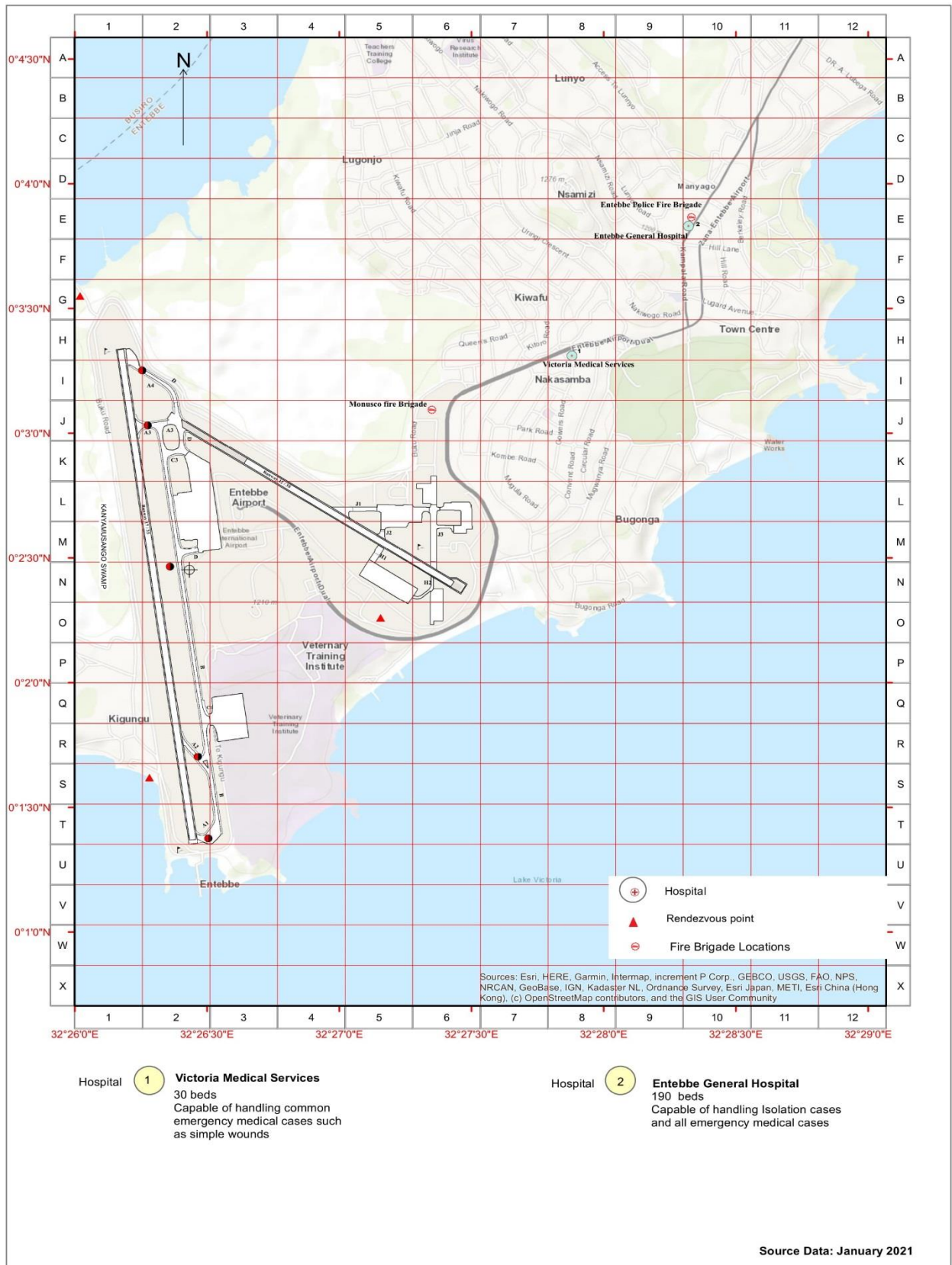
**ATTACHMENTS**

**ATTACHMENT 1: GRID MAPS**

**GRID MAP - ENTEBBE INTERNATIONAL AIRPORT**




**GRID MAP - ENTEBBE AIRPORT AND SURROUNDING COMMUNITY 1:24,000**





**ATTACHMENT 2: EMERGENCY FORM**

	<b>Form No:</b>	<b>UCAA/EIA/AEP/ 001</b>
	<b>Title:</b>	<b>EMERGENCY MESSAGE FORM</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>03</b>

**Time:** .....**Date:** .....

As passed/ advised by: .....

<b>S/ N</b>	<b>INCIDENT/ DETAILS</b>	<b>DESCRIPTION</b>	<b>KNOWN</b>	<b>NOT KNOWN</b>
01	Aircraft accident on Airport			
02	Aircraft accident off Airport -land			
03	Aircraft accident off Airport - Lake			
04	Full emergency (acft airborne)			
05	Unlawful Seizure of aircraft			
06	Bomb threat involving aircraft			
07	Bomb threat involving building			
08	Natural Disaster			
09	Local Standby			
10	Illness/ Mass Casualties On board			
11	Other Incident Not Specified			
12	Aircraft type			
13	Aircraft Operator			
14	Aircraft location (if on ground state location or if airborne state airborne)			
15	Nature of problem			
16	Runway in use			
17	POB			
18	Map and grid reference			
19	Fuel on board			
20	ETA			
21	Pilot's Intention			
22	(Other information) E.g. dangerous goods if known			

**Legend:**


✓ Known, x - Unknown

**Note: Read back to confirm message.**

Message received by: .....

Designation: ..... Signature: .....

**ATTACHMENT 3A: CASUALTY FORM 1**

	<b>Form No.</b>	<b>UCAA/EIA/AEP / 002A</b>
	<b>Title</b>	<b>CASUALTY CLASSIFICATION SUMMARY FORM</b>
	<b>Issue Date</b>	<b>July 2023</b>
	<b>Issue No</b>	<b>03</b>


Category/ Priority	Colour Code	Description	Action	Number
P1	Red	Critical	Casualties need urgent transportation to Medical facility.	
P2	Yellow	Serious	Casualties need possible resuscitation. Treatment can be delayed.	
P3	Green	Minor	All other casualties with/ without minor injuries. Need minor or no treatment.	
P0	Black	Expectant dead casualties	Packaging in to body bags.	
Total.				

Entry made by: .....Sign: ..... Date: .....

Approved by (I/C Triage): .....Sign: ..... Date: .....

Declaration by (Doctor at Triage): ..... Sign: ..... Date: .....

### ATTACHMENT 3B: CASUALTY FORM 2

	<b>Form No.</b>	<b>UCAA/EIA/AEP/ 002 B</b>
	<b>Title</b>	<b>CASUALTY REFERRAL FORM</b>
	<b>Issue Date</b>	<b>July 2023</b>
	<b>Issue No</b>	<b>03</b>

**Part A**

Date.....

Full Names:.....Gender.....Tel.....

Nationality.....Country code: .....

Next of Kin..... Relation.....

Tel: .....

Injury description: .....

.....

Casualty Category/ Colour code: Red  Yellow  Green  Black

First Aid given: .....

.....

Name of First Aider..... Sign.....

**Part B.**

Ambulance No.....Name of driver..... Tel: .....

Name of accompanying First Aider: ..... Tel: .....

Name of receiving Medical facility.....

Physical Address.....

Received by: ..... Sign: ..... Tel: .....



## ATTACHMENT 4A: CONTACT DETAILS OF ON AIRPORT AGENCIES, ORGANIZATIONS AND PERSONS OF AUTHORITY

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**ATTACHMENT 4B: CONTACT DETAILS OF OFF - AIRPORT AGENCIES, ORGANIZATIONS AND PERSONS OF AUTHORITY**

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	Aircraft accident investigation MoWT	Accident Investigations						
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## ATTACHMENT 5A: EMERGENCY OPERATIONS CENTER CHECKLIST

	<b>Form No:</b>	<b>UCAA/EIA/AEP/ 003</b>
	<b>Title:</b>	<b>EOC EMERGENCY MANAGEMENT FORM</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>03</b>


**Date:** ..... **Type of Emergency:** .....

SN	Issue	Yes	No
01	Is EOC location, facilities, manpower, equipment (including IT & telecommunications), documentation & security 'fit for purpose'? If no, please take action.		
02	Are EOC admins, logistics & support services available & adequate? If no, please take action		
03	Is EOC successfully established & operational - including adequate representation? If no, please take action		
04	Is command post established and operational? If no, please take action.		
05	Has liaison been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors and appropriate NOTAM? If no, please take action.		
06	Is Police controlling traffic to and fro the airport for all emergency response stakeholder? If no, please take action.		
07	Has the aircraft operator been notified and information obtained concerning passenger load, flight crew compliments and dangerous goods on board and has this information been passed to the command post? If no, please take action.		
08	Are Rendezvous Points established and operational? If no, please take action.		
09	Is Casualty Reception Center established and operational? If no, please take action.		
10	Is Family and Friends Reception Center established and operational? If no, please take action.		
11	Is Crew Reception Center established and operational? If no, please take action.		
12	Is Press Briefing Room established and operational? If no, please take action.		
13	Is there adequate crisis briefing established? If no, please take action.		
14	Are all appropriate responders / parties aware of EOC activation, identity of overall commander, contacts etc.? If no, please take action		

15	Are events logged chronologically and displayed for all EOC officials? If no, please take action		
16	Are appropriate reports & records maintained by EOC? If no, please take action		
17	Is there regular liaison & co-ordination with On-scene Commander and are you able to provide all support & resources required? If no, take action		
18	Is EOC receiving regular situation reports from the crisis location via the Command Post team & various other operational emergency support agencies - and responding accordingly? If no please take action		
19	Is EOC receiving regular situation reports from the various locations where welfare, humanitarian & similar support is provided - and responding accordingly? If no, take action		
20	Is EOC able to collect, collate & disseminate (to appropriate recipients) all known (appropriate) information about the total (big picture) of crisis response operation? And is this information updated on a continual cycle? If no, please take action		
21	Is EOC maintaining regular liaison & info exchange with the HQ (tactical and / or strategic command) units of appropriate off-airport emergency response / support agencies? If no, please take action		
22	Is EOC maintaining regular liaison & co-ordination with appropriate Government agencies? If no, please take action		
23	Is EOC adequately providing for the welfare and humanitarian support of all responding emergency response and support staff? If no, please take action		
24	Has liaison been established with the accident investigation authorities? If no, please take action		
25	Upon clearance by the accident investigation authorities, has the wreckage been removed? If no, please take action		
26	Has post emergency operations airport inspections and safety assessments been conducted? If no, please take action		
27	Have the procedures for restoration of protective services, termination of the emergency and re-opening of the airport been properly implemented? If no, please take action		

**Name:** ..... **Designation:** .....  
**Signature:** ..... **Date:** .....

## ATTACHMENT 5B: COMMAND POST CHECKLIST

	<b>Form No:</b>	<b>UCAAA/EIA/AEP/004</b>
	<b>Title:</b>	<b>COMMAND POST EMERGENCY MANAGEMENT FORM</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>03</b>

**Date:** ..... **Type of Emergency:** .....


SN	Issue	Yes	No
01	Are the Command Post facilities, manpower, equipment (including IT & telecommunications), documentation & security 'fit for purpose'? If no, please take action.		
02	Is the Command Post adequately positioned with regard to crisis site circumstances? If no, please take action.		
03	Is the command post clearly Identifiable with Command post flag or sign post? If no, please take action		
04	Has the On- Scene Commander received adequate briefing & handover from whoever had temporary on-scene commander role at crisis location before arrival of the designated On- Scene Commander for this emergency? If no, please take action.		
05	Is there adequate representation of the agencies involved in the emergency at the command post? If no, please take action		
06	Are the representatives of the agencies involved in the emergency operations operating from the command post and the On-Scene Commander easily identifiable by all agencies operating at the crisis site? If no, please take action.		
07	Is there adequate two-way communication established / maintained with the Incident Commander, Rendezvous Points and EOC? If no, please take action.		
08	Are events logged adequately and chronologically? If no, please take action.		
09	Are Rendezvous Points established and functioning properly? If no, please take action.		
10	Is there proper traffic flow to and fro the emergency site? If no, please take action.		
11	Are all agencies at the accident site performing their roles as expected? If no, please take action.		
12	Are all emergency operations personnel properly facilitated to perform their roles? If no, please take action.		

13	Has command post obtained information concerning passenger load, flight crew compliments and dangerous goods on board? If no, please take action.		
14	Is Casualty Reception Center established and functioning properly? If no, please take action.		
15	Is Crew Reception Center established and functioning properly? If no, please take action.		
16	Are appropriate reports & records maintained by Command Post? If no, please take action		
17	Is Command post receiving regular situation reports from the incident commander? If no please take action		
18	Are the procedures for preservation of evidence during and after emergency operations been properly followed? If no, please take action		

**Name:** ..... **Designation:** .....  
**Signature:** ..... **Date:** .....



## ATTACHMENT 6: SITUATIONAL REPORT FORM

	<b>Form No:</b>	<b>UCAA/EIA/AEP/ 005</b>
	<b>Title:</b>	<b>SITUATIONAL REPORT (SITREP)</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>03</b>

SITREP No: ..... From: ..... To: .....  
 Time: ..... Date: .....  
 This SITREP follows SITREP No: ..... Sent at .....  
 Weather: .....  
 Current emergency operations status: .....

.....  
 .....

Actions taken: .....  
 .....  
 .....


Future plans or recommendations: .....  
 .....  
 .....

Agencies carrying on with emergency operations: .....  
 .....  
 .....

Agencies no longer required: .....  
 .....  
 .....

Name: ..... Site Role: ..... Signature: .....

**ATTACHMENT 7: EMERGENCY ACTIONS LOG FORM**

	<b>Form No:</b>	<b>UCAA/EIA/AEP/ 006</b>
	<b>Title:</b>	<b>EMERGENCY ACTIONS LOG FORM</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>02</b>

Role: .....Station: .....

Type of Emergency: ..... Date: .....

*Please record actions as per procedure chronologically*

<b>Action No.</b>	<b>Action details</b>	<b>Time of action</b>

**Actions recorded by:**

1. Name: ..... Designation: ..... Signature: .....
2. Name: ..... Designation: ..... Signature: .....
3. Name: ..... Designation: ..... Signature: .....

# ATTACHMENT 8: TRIAGE TAGS

## FRONT

Nº 003832      Nº 003832

Nº 003832

NAME

ADRESSE  
ADDRESS

ARZT  
PHYSICIAN

0      +      Nº 003832

I      🐎      Nº 003832

II      🐢      Nº 003832

III      🚑      Nº 003832

## BACK

Hospital      Ambulance No.

+

DIAGNOSIS

THERAPIE

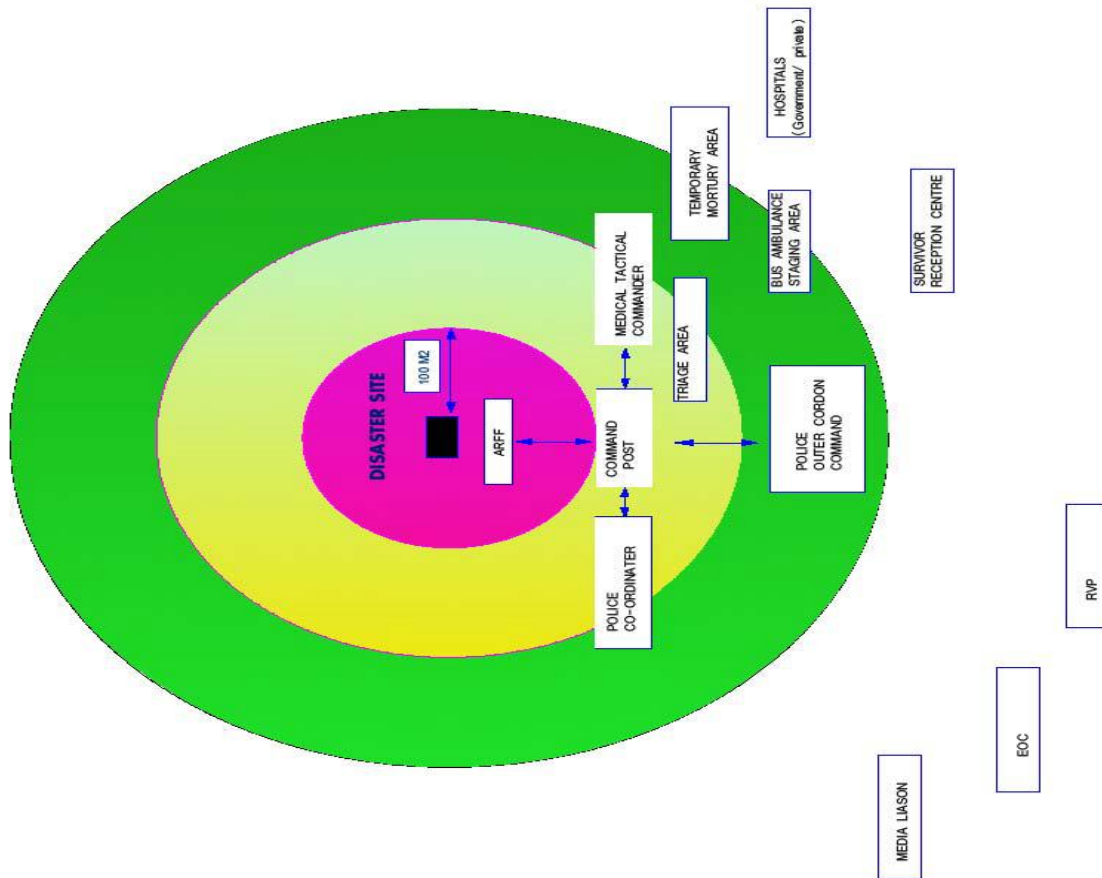
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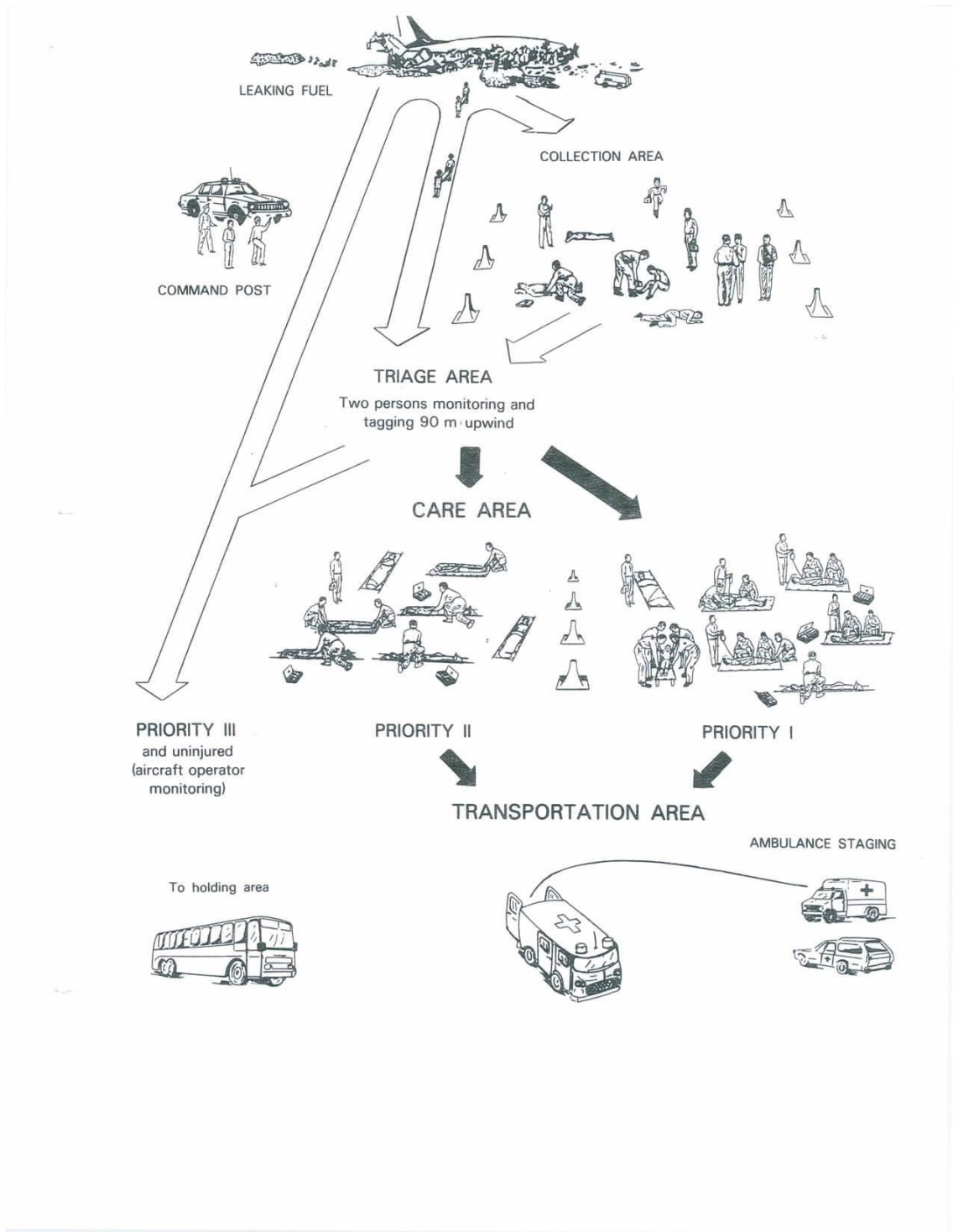
II      🐢      II

III      🚑      III


# ATTACHMENT 9A: TYPICAL ACCIDENT SITE LAYOUT DIAGRAM 1



# ATTACHMENT 9B: TYPICAL ACCIDENT SITE LAYOUT DIAGRAM 2



## ATTACHMENT 10: ENTEBBE INTERNATIONAL AIRPORT EVACUATION ROSTER

	<b>Form No:</b>	<b>UCAA/EIA/AEP/ 007</b>
	<b>Title:</b>	<b>TERMINAL EVACUATION ROSTER</b>
	<b>Issue Date:</b>	<b>July 2023</b>
	<b>Issue No:</b>	<b>03</b>

Filled By: Name..... Signature..... Date.....

Number	Name Of Agency	Personnel Present		Assembly Points	
		Staff	Visitors	01(Airside)	02(Landside)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					

## **ATTACHMENT 11: TERMINAL EVACUATION ANNOUNCEMENT TEXT**

*Attention ----- Attention*

*All Occupants of the ----- Area*

*You are requested to evacuate this area using the nearest Emergency Exit.*

*Please Do Not Panic. Walk Quickly but Carefully to your Designated Assembly Point*

*Do Not Use Lifts*

*I Repeat ----- Do Not Use Lifts.*

*Once at the Assembly Point, Please Report to the Accounting Officer. Do Not Return to the Building Unless Told to Do So by an Authorized Officer of the Uganda Civil Aviation Authority.*

*End of Announcement.*

## **ATTACHMENT 12: ENTEBBE INTERNATIONAL AIRPORT DESIGNATED EMERGENCY RESPONSE STANDBY POINTS**

The following standby points will be used by the Aerodrome Fire Service:

### **1. Runway in use 35**

- (i) Holding Point TWY A1 - 1 FT and 1 Ambulance
- (ii) Holding Point TWY B - 1 FT and 1 ambulance
- (iii) Access Road off TWY A2 - RIV and 1 FT

### **2. Runway in use 17**

- (i) Holding Point TWY A4 - 1 FT and Ambulance
- (ii) Holding Point TWY A3 - 1 FT and 1Ambulance
- (iii) Access Road off TWY B - RIV and 1 FT

### **3. Runway in use 12**

- (i) Holding Point TWY C3 - 1FT, 1RIV and 1 Ambulance
- (ii) Holding Point TWY J2 - 2FT and 1 Ambulance

### **4. Runway in use 30**

- (i) Safe holding position TWY J3 - RIV, 1FT, Ambulance
- (ii) Holding Point TWY J2 - 2FT and 1 Ambulance



**ATTACHMENT 13: EMERGENCY OPERATIONS REPORT FORM**

UNIT LOG		1. Incident Name	2. Date Prepared	3. Time
Unit Name/Designators		Unit Leader (Name and Position)	5. Operational Period Date	From
				To
7. Personnel Roster Assigned				
Name		Incident Command Position		
8. Activity Log				
Time	Activity			
Prepared By:				



## ATTACHMENT 15: LIST OF EOC OFFICIALS FOR EACH TYPE OF EMERGENCY

### ATTACHMENT 15A: AIRCRAFT ACCIDENT/ INCIDENT – PARTIAL ACTIVATION

<b>S N</b>	<b>NAME</b>	<b>DESIGNATIO N</b>	<b>ORGANIZATI ON</b>	<b>OFFICE TEL</b>	<b>MOBILE TEL</b>	<b>RADI O</b>
01	Mr. Bamwesigye K Fred	Director General	UCAA	+2563123520 01	+2567526430 93	
02	Eng. Ayub Sooma	Director Airports and Aviation Security	UCAA	+2563123530 49	+2567725076 18	
03	Mr. Barungi Emmanuel	General Manager - EIA	UCAA	+2563123530 41	+2567020551 58  +2567725051 58	
04	Mr. Luggya Vianney	Manager Public Affairs	UCAA	+2563123520 20	+2567524265 59	
05	Mr. Okot Geoffrey	Manager Air Traffic Management	UCAA	+2563123525 30  +2564143203 68	+2567555343 43	
06	Mr. Lutalo Fred	Manager Safety Management Systems	UCAA	+2563123531 13	+2567526491 49	
07	Mr. Omondi Christopher	Manager Operations	UCAA	+2563123530 17  +2563123522 30	+2567584836 81	
08	Kisame Mike	Manager Aviation Security	UCAA	+2563123530 27		

09	Mrs Irene Atto	Manager Air Navigation Services and Aerodrome Standards	UCAA	+256312352141	+256757830766	
10	Mr. Okwalinga Joseph	Manager Legal	UCAA	+256312352014	+256752628698	
11	Mr. Kalenge Bashir	Manager Administration and Transport	UCAA	+256312352310	+256702460403	
12	CP Kakamba Paul	Chief Joint Security Officer	Uganda Police Force		+256772444026	
13	Lt. Col. D.K Sserubiri	Chief Liaison Officer Airports	Internal Security Organization	+256312353152 +256312353170	+256772477049	
14	Mr. Muwazi Robert	Principal Immigration Officer	Immigrations	+256414321682	+256772402710	
15	Mr. Esunget Simon	Manager Customs URA EIA	Customs URA	+256417443622 +256417443623	+256779898344	
16			Airline Representative			

## ATTACHMENT 15B: AIRCRAFT ACCIDENT/ INCIDENT – FULL ACTIVATION

<b>S N</b>	<b>NAME</b>	<b>DESIGNATIO N</b>	<b>ORGANIZATI ON</b>	<b>OFFICE TEL</b>	<b>MOBILE TEL</b>	<b>RADI O</b>
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02	Eng. Ayub Sooma	Director Airports and Aviation Security	UCAA	+256312353049	+256772507618	
03	Mr. Waniye John Baptist	Commissioner Ministry of Health.	Ministry of Health		+256772503598	
04	Mr. Barungi Emmanuel	General Manager - EIA	UCAA	+256312353041	+256702055158 +256772505158	
05	Mr. Ruhesi Richard	Director Air Navigation Services	UCAA	+256312352500	+256752643073	
06	Eng. Ronny Barongo	Director Safety Security and Economic Regulations	UCAA	+256312352100	+256757977352	
07	Mr. Musinguzi Hassan	Director Finance	UCAA	+256312352400		
08	Ms. Sabah Ahmed	Director Human Resource and Administration	UCAA	+256312352300		
09	Mr. Luggya Vianney	Manager Public Affairs	UCAA	+256312352020	+256752426559	
10	Mr. Okot Geoffrey	Manager Air Traffic Management	UCAA	+256312352530	+256755534343	

				+2564143203 68		
11	Mr. Lutalo Fred	Manager Safety Management Systems	UCAA	+2563123531 13	+2567526491 49	
12	Mr. Omondi Christophe r	Manager Operations	UCAA	+2563123530 17  +2563123522 30	+2567584836 81	
13	Kisame Mike	Manager Aviation Security	UCAA	+2563123530 27		
14	Mrs Irene Atto	Manager Air Navigation Services and Aerodrome Standards	UCAA	+2563123521 41	+2567578307 66	
15	Mr. Okwalinga Joseph	Manager Legal	UCAA	+2563123520 14	+2567526286 98	
16	Mr. Kalenge Bashir	Manager Administration and Transport	UCAA	+2563123523 10	+2567024604 03	
17	Mr. Lutimba Godfrey Matovu	Manager Procurement	UCAA	+2563123520 50	+2567527200 59	
18		Manager Accounts	UCAA	+2563123524 10		
19	Eng. Geoffrey Wanyama	Manager Aerodrome Maintenance	UCAA	+2563123522 60	+2567506939 25	
20	CP Kakamba Paul	Chief Joint Security Officer	Uganda Police Force		+2567724440 26	

21	Lt. Col. D.K Sserubiri	Chief Liaison Officer Airports	Internal Security Organization	+2563123531 52  +2563123531 70	+2567724770 49	
22	Brigadier General Kiyinji Fred	Wing Commander UPDAF	UPDAF		+2567780569 69	
23		Base Commander SFC	UPDF/ SFC			
24	Mr. Muwazi Robert	Principal Immigration Officer	Immigrations	+2564143216 82	+2567724027 10	
25	Mr. Esunget Simon	Manager Customs URA EIA	Customs URA	+2564174436 22  +2564174436 23	+2567798983 44	
26			Airline Representative			

### ATTACHMENT 15: RESOURCE REQUEST STATUS LOG FORM

RESOURCE REQUEST STATUS LOG								
Resource Request No	Resource	Date/Time of Request	Date/Time Forwarded	Approved/ Disapproved	Date/Time notified of (dis)approval	Comments	Date Delivered	Date Returned