

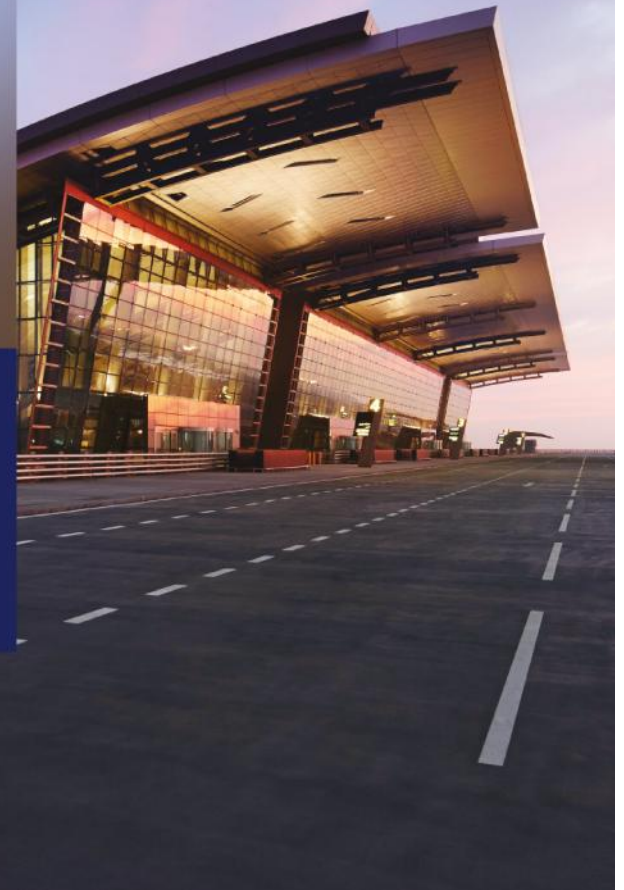
# Airport Emergency Plan Hamad Int'l Airport (HIA) Doha-Qatar

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Manager Emergency Planning & Administration  
Hamad International Airport-Qatar



مطار حمد الدولي  
Hamad International Airport  
قطر QATAR



# What We Will Look At -

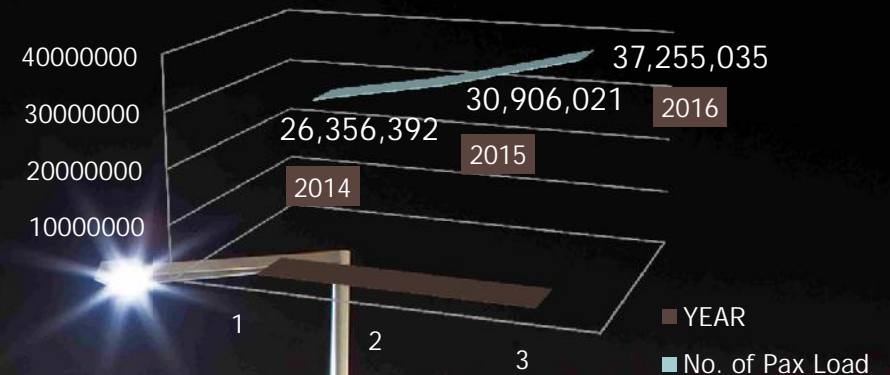
- A. HIA Overview
  - Airport Facts & Figures
  - Airport Facilities
- B. Airport Emergency Plan - HIA
  - AEP Legal Framework & Definition
  - Emergency Management Structure
  - Emergency Response Facilities
  - Public Health Preparedness and Response at HIA
- C. 7-Min Video –Exercise Charlie Oryx 2015



# A: Hamad International Airport Overview

- Soft opening - 30<sup>th</sup> Apr 2014
- Full-Commercial Operation started on 27<sup>th</sup> May 2014

PASSENGER LOAD PER YEAR (2014-2016)



مطار حمد الدولي  
Hamad International Airport  
قطر QATAR



5 STAR  
AIRPORT



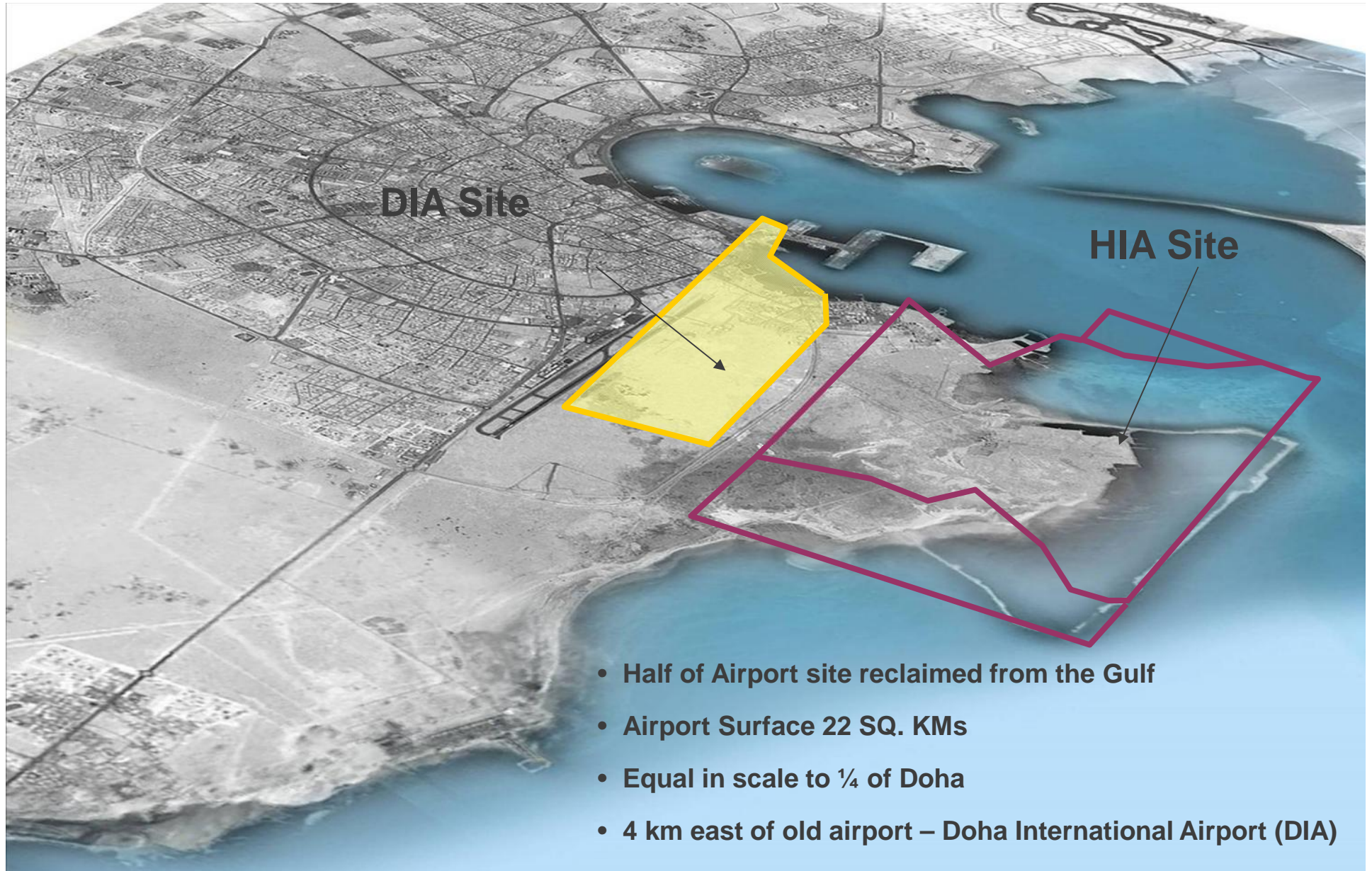
WORLD'S TOP  
10 BEST AIRPORTS



BEST AIRPORT IN  
THE MIDDLE EAST



# HIA Site



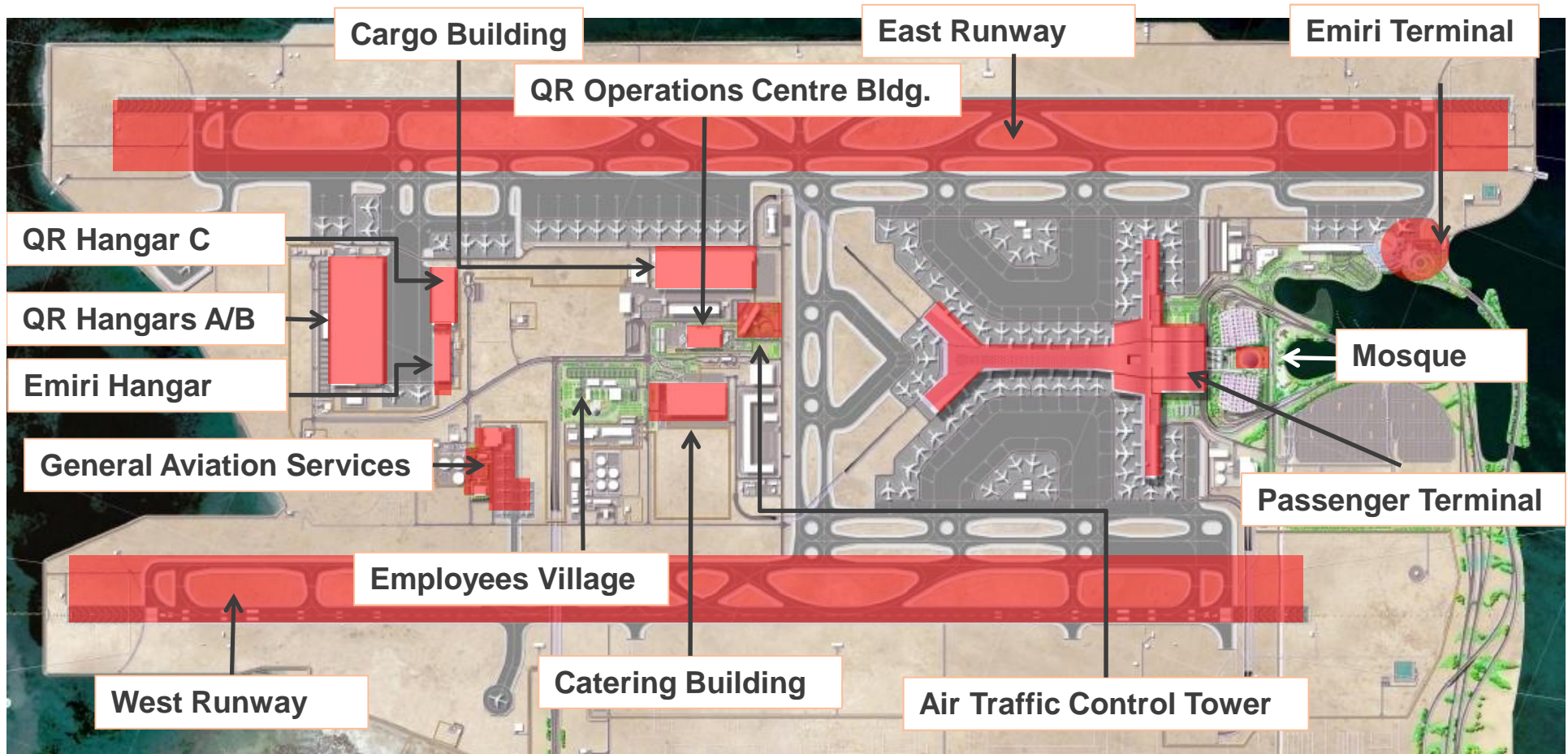
# Facts and Figures

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





# Airport Layout and Facilities



- Two Parallel Runways – one of which is 8th longest runway in the world

## B. Airport Emergency Plan - HIA

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



# AEP Legal Framework

- International Civil Aviation Organization (ICAO)  
Annex 14, Vol. 1, Chapter 9, Item 9.1
- Qatar Civil Aviation Authority (QCAA)  
QCAR-ADR Chapter 9, Item 9.1
- Hamad International Airport  
Aerodrome Manual Part 4, Section 3
- International Health Regulation (IHR) 2005  
Core Capacity 9: Points of Entry (PoE)





# Airport Emergency Plan (AEP) Definition

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



# Types of Airport Emergencies

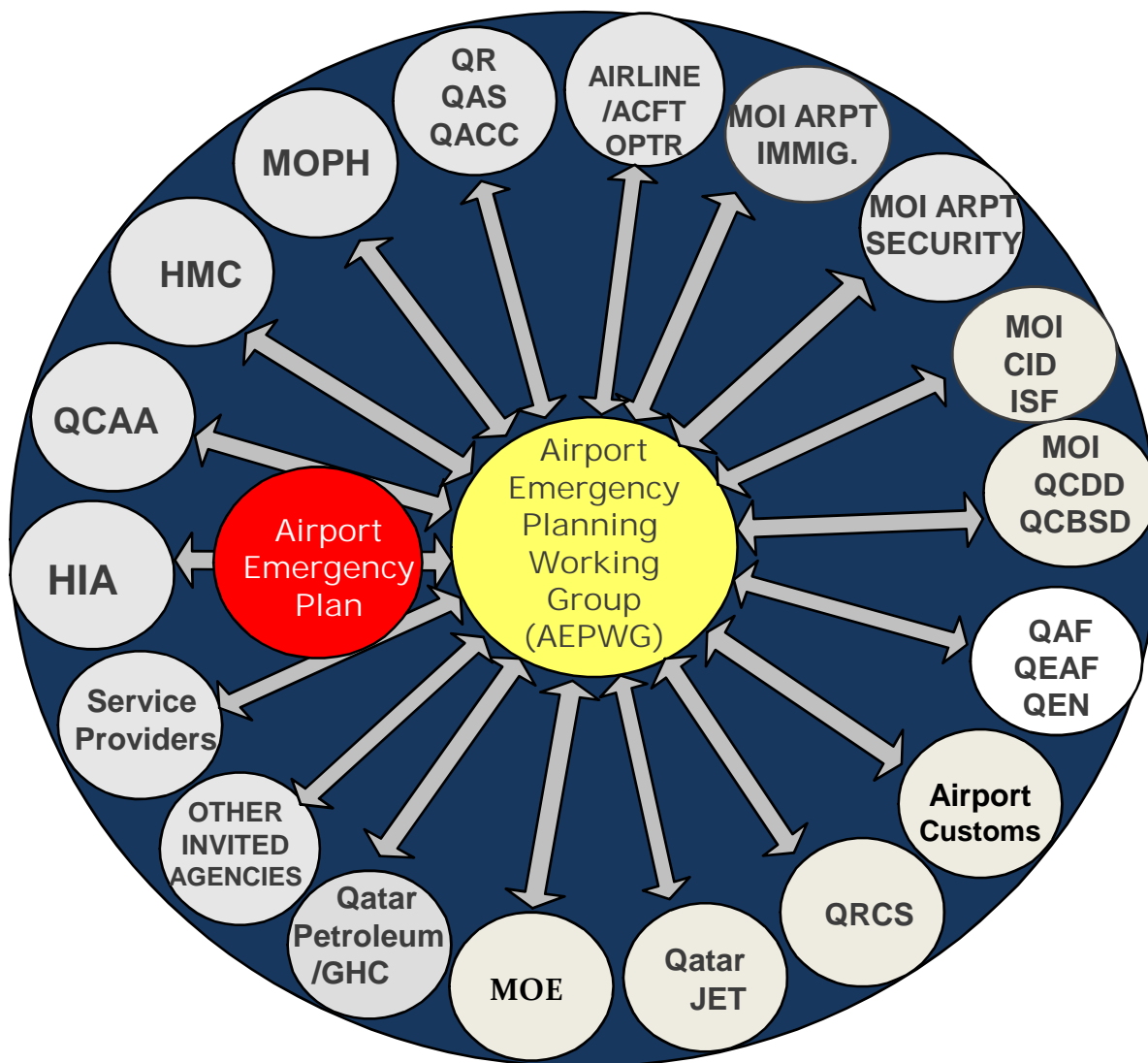
(under AEP-HIA Chapter 2 – Emergency Response)

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





# Emergency Partnerships



REQUIRE COORDINATION,  
COMMUNICATION AND  
COOPERATION to

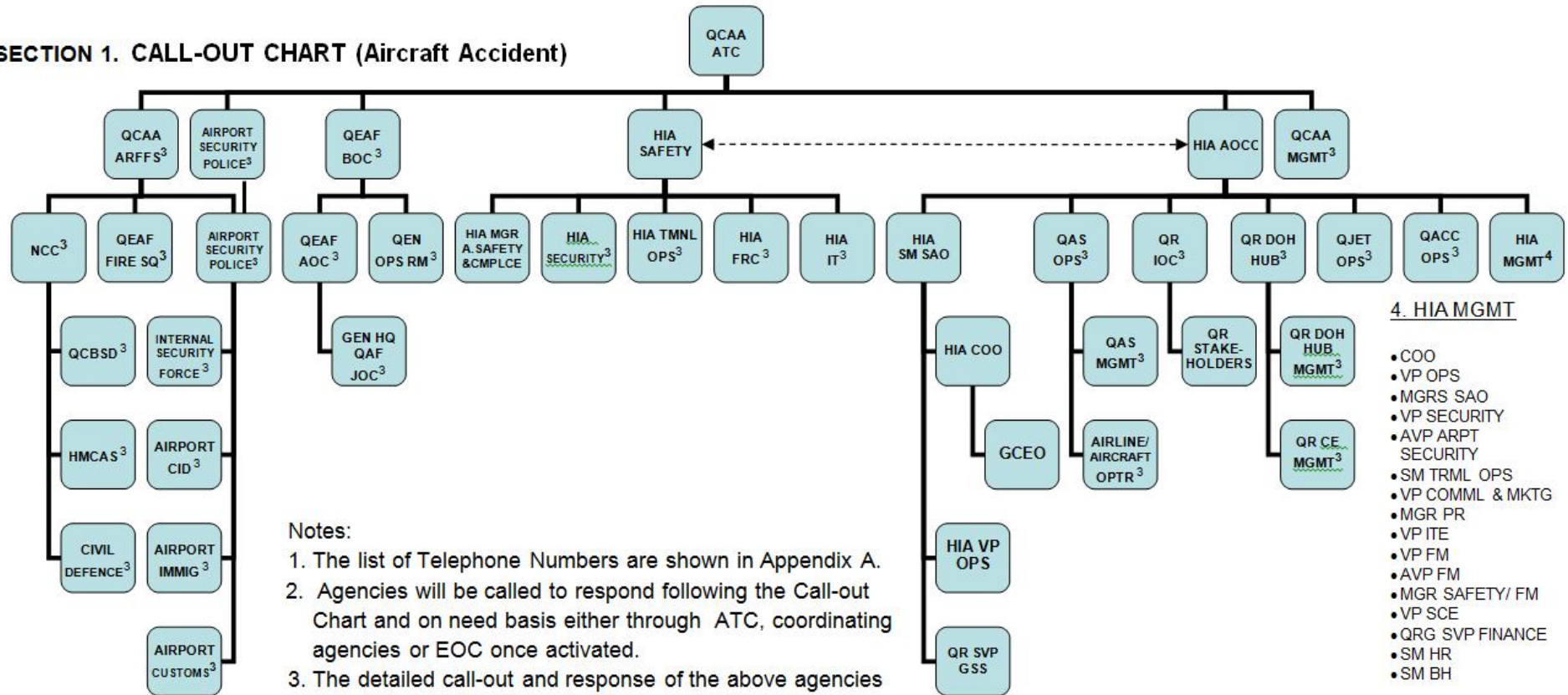
Maintain the flow of –

- People
- Baggage
- Aircraft
- Cargo
- Information

... during an aviation  
crisis

# Call-Out Chart

## SECTION 1. CALL-OUT CHART (Aircraft Accident)



### Notes:

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

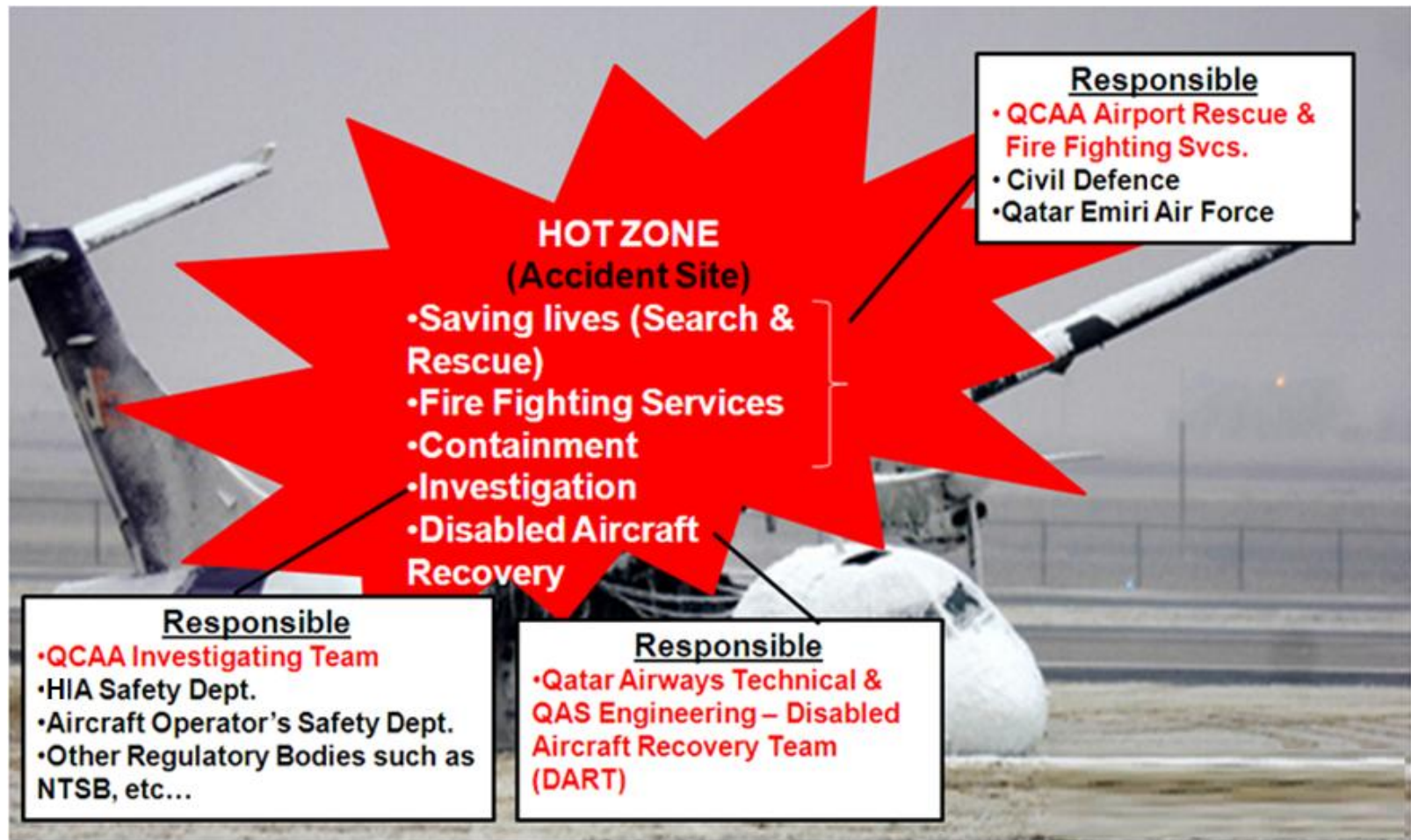
### 4. HIA MGMT

- COO
- VP OPS
- MGRS SAO
- VP SECURITY
- AVP ARPT SECURITY
- SM TRML OPS
- VP COMML & MKTG
- MGR PR
- VP ITE
- VP FM
- AVP FM
- MGR SAFETY/ FM
- VP SCE
- QRG SVP FINANCE
- SM HR
- SM BH
- Other HIA Management Team on request of Site/Incident Commander



# Emergency Management Structure

- Hot Zone – Accident Site



# Emergency Management Structure

- Hot Zone (at Sea) – Accident Site



**Hot Zone**

**AIRCRAFT  
ACCIDENT AT  
SEA**  
(Accident Site)  
**HOT ZONE**

- Saving Lives  
(Search & Rescue)

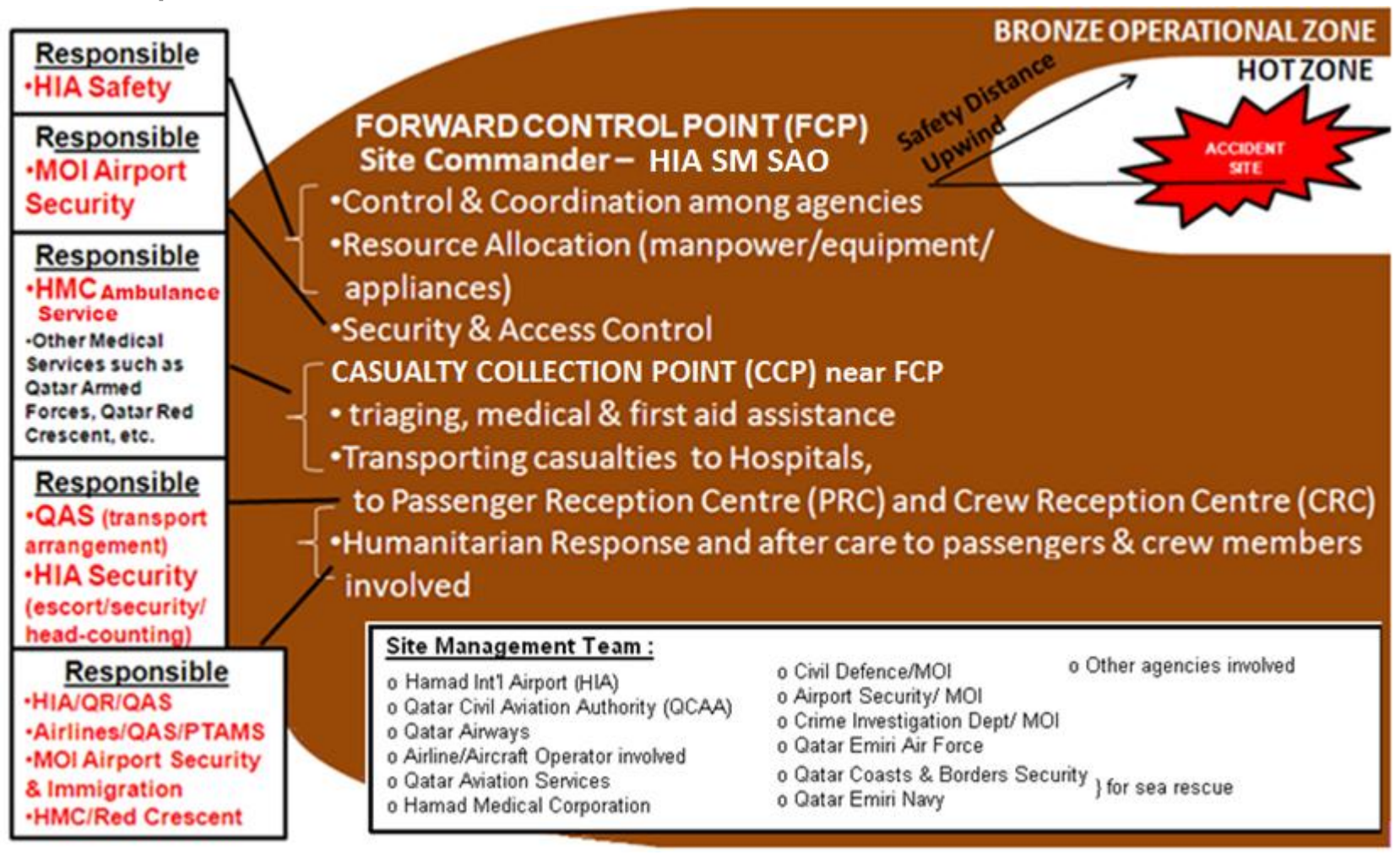
**Responsible**

- Qatar Coasts & Borders Security Department (QCBSD)
- Qatar Emiri Navy (QEN)
- Qatar Petroleum (QP)
- Qatar Emiri Air Force (QEAF)



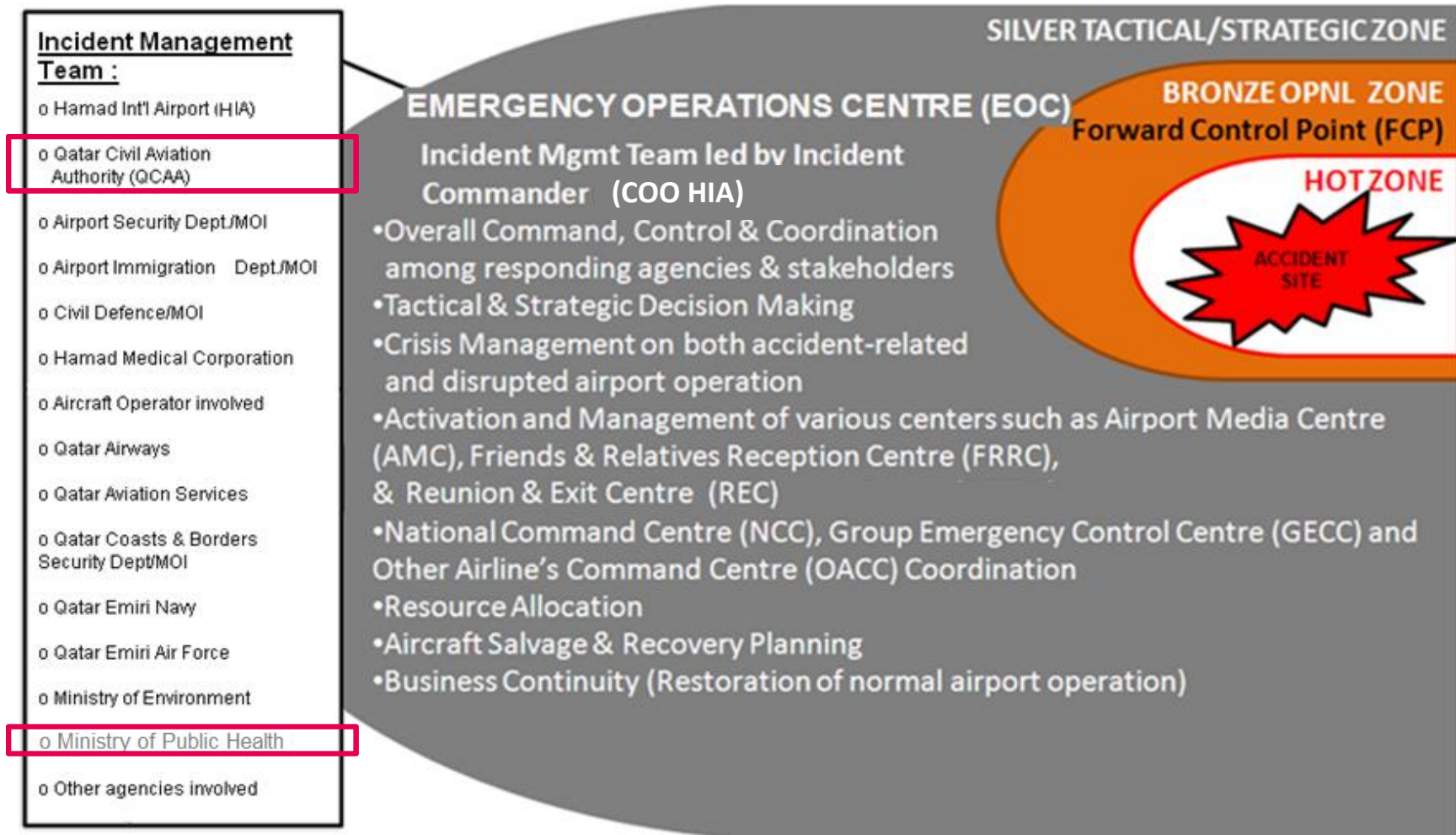
# Emergency Management Structure

- Bronze Operational Zone – Forward Control Point



# Emergency Management Structure

- Silver Tactical/Strategic Zone – Emergency Ops Centre



# Emergency Management Structure

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



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

## GOLD STRATEGIC ZONE

National Command Center (NCC)  
Permanent Emergency Committee - PEC

## SILVER TACTICAL ZONE

HIA Emergency Operations Centre (EOC)  
Incident Management Team - IMT

## BRONZE OPERATIONAL ZONE

Forward Control Point (FCP)  
Site Management Team - SMT

## HOT ZONE

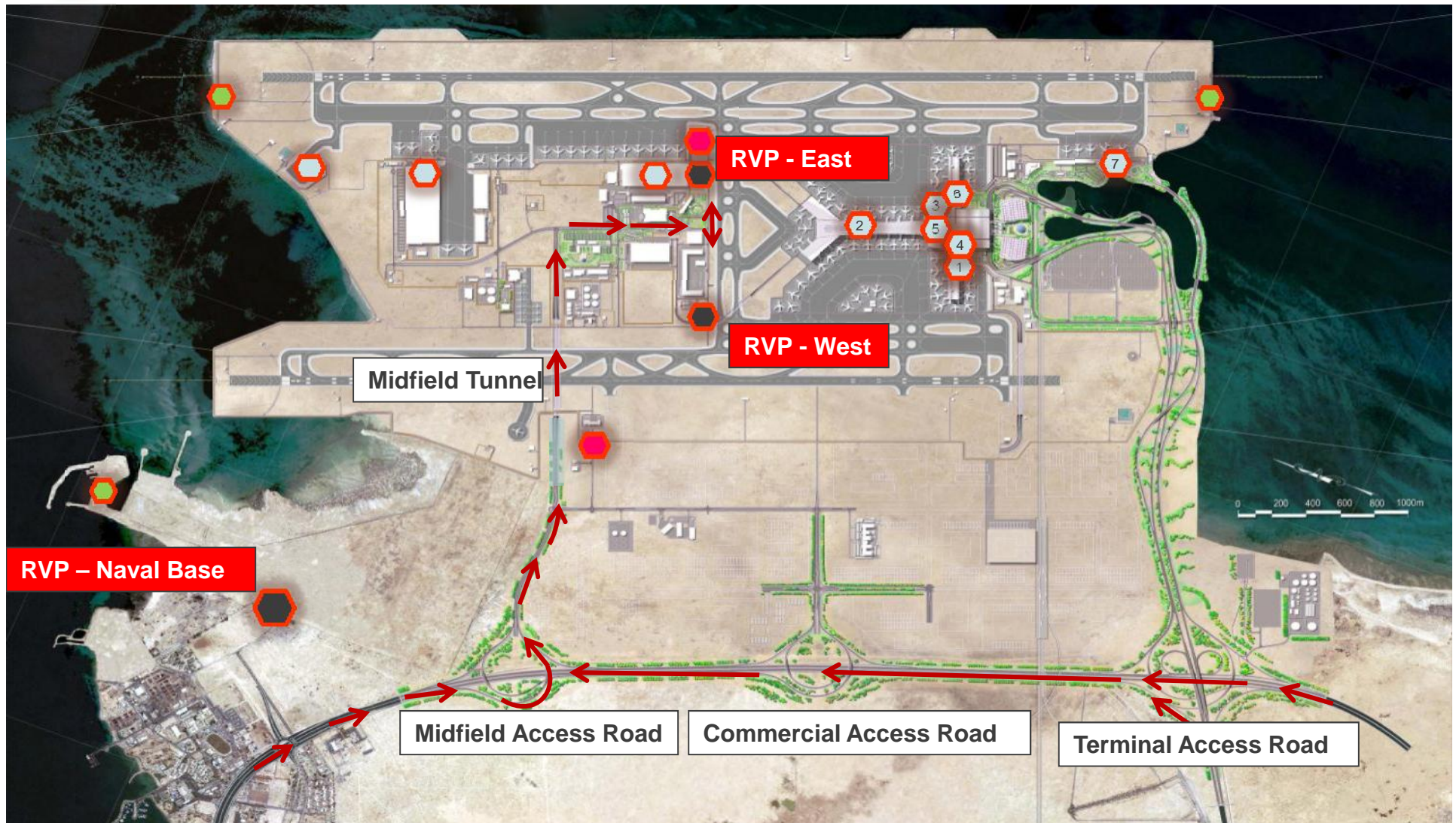
Fire Fighting, Search &  
Rescue Team

Accident  
Site



# Emergency Response Facilities

 Rendezvous Point (RVP)



# Emergency Response Facilities



## Rendezvous Point (RVP)

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

RVP - EAST



RVP - WEST





# Emergency Response Facilities

## Rendezvous Point (RVP) Mobile Command Vehicle.

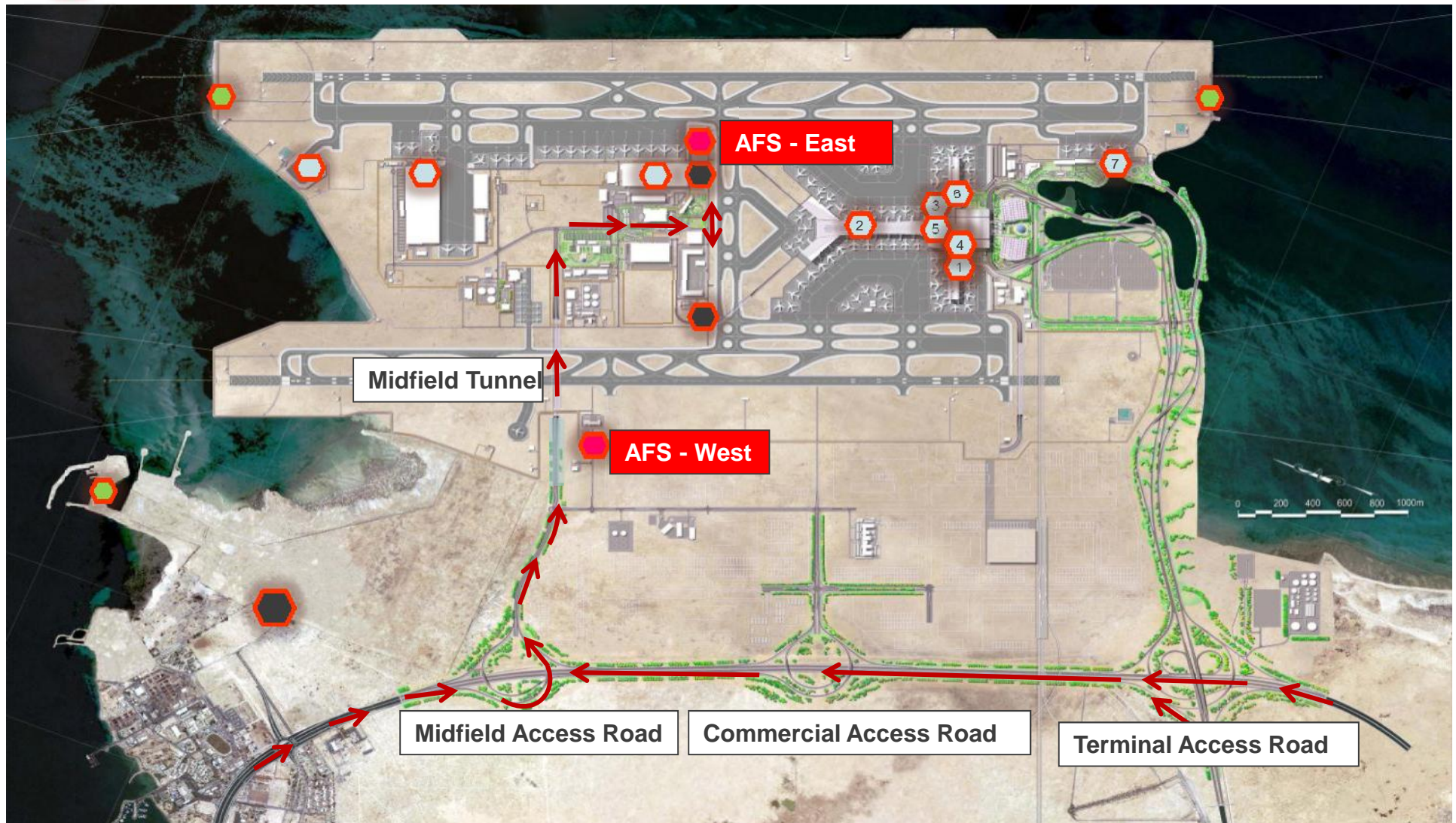
RVP Mobile Command Vehicle





# Emergency Response Facilities

 Airport Fire Station (AFS) – West & East



# Emergency Response Facilities

## AIRPORT FIRE STATION (AFS) WEST AND EAST

AFS - WEST



AFS - EAST





# Emergency Response Facilities

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

FCP Mobile Command Vehicle





# Emergency Response Facilities

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



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

# Emergency Response Facilities

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



# Emergency Response Facilities

- **HIA Support Centre (HIA SC).** There are 2 HIA SC at HIA.
  - HIA Support Centre-1 (HIASC-1) – for external Humanitarian Support Responders, the affected airlines' Service Providers, the Chaplains, the Consulates and the rest of the government agencies not listed among the Incident Management Team composition.
  - HIA Support Centre-2 (HIASC-2) – for internal HIA Management and staffs who will support and assist the HIA Management in dealing and managing the crisis and the operational disruptions.

HIASC-1



HIASC-2





# Emergency Response Facilities

- **Passenger Reception Centre (PRC)** The PRC is where uninjured passengers in an aircraft accident/incident at the airport is being processed, registered and provided with basic welfare needs.
  - Passenger Reception Centre-1 (PRC-1) for >300 uninjured pax  
Remote Gate Hold Room, Concourse C, PTC

## USE DURING NORMAL OPERATIONS

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

## AMENITIES

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



# Emergency Response Facilities

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

## USE DURING NORMAL OPERATIONS

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

## AMENITIES

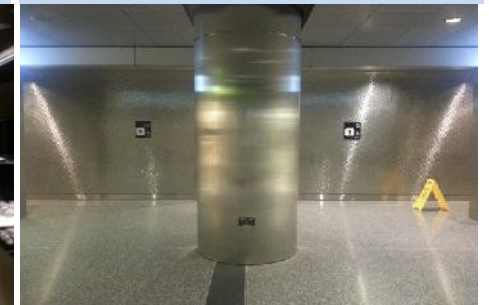
- Current Seat Capacity: 81 with open space for additional seats of up to 300
- Can be cordoned to avoid Public View
- Reception Counter
- Buffet (Food/Drinks 24Hours)\*
- MOI Immigration Counters\*
- Smoking Lounge\*
- Restrooms (Male/Female)



Open Lounge with more space for additional seats if required



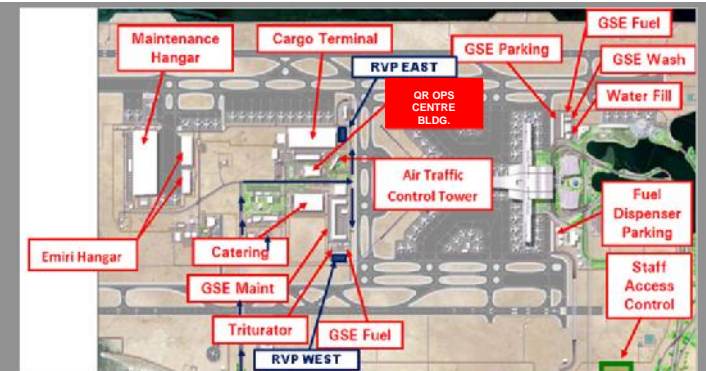
Restrooms (Male / Female)



# Emergency Response Facilities

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

Location: QR OPS Center Bldg.



Departure Crew, Ground Level, QROC Building





# Emergency Response Facilities

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

## USE DURING NORMAL OPERATIONS

- Qatar Airways First & Business Class Lounge for Arriving QR & One-World passengers
- Available and manned 24/7
- Seat Capacity: 146 with open space for additional seats when necessary

## AMENITIES

- Reception Counter
- Buffet (Food/Drinks 24Hours)\*
- TV Room convertible in Meeting or Briefing Room\*
- Smoking Lounge\*

FRRRC – QATAR AIRWAYS BUSINESS LOUNGE, ARRIVAL LANDSIDE, PTC



# Emergency Response Facilities

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

## USE DURING NORMAL OPERATIONS

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

## AMENITIES

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

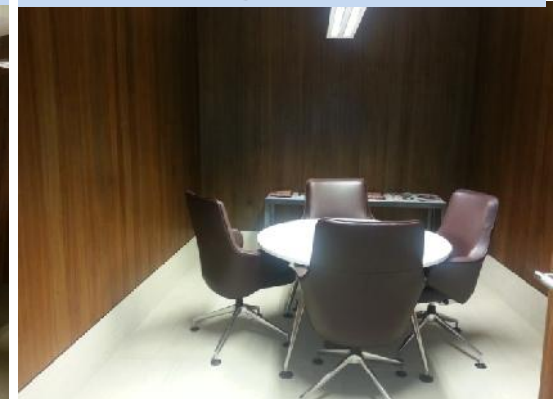
**Business Center – Meeting Rooms**



**Cubicles (4)**



**Meeting Rooms (2)**



# Emergency Response Facilities

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

Location: Short Term Car Parking  
PTC





# Emergency Response Facilities

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

Location: QR Maintenance Hangar



# Emergency Response Facilities

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

Location:  
Human Remain  
Cool Room,  
Cargo Terminal



# Emergency Response Facilities

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

Locations:

At PTC - Medical Clinics (3)

- Departure Landside
- Arrival Airside
- North Node Airside

At Midfield – Medical Clinic (1)

- Midfield Medical Centre (MMC)

PASSENGER TERMINAL MEDICAL CLINIC - Landside-Departure Clinic



PASSENGER TERMINAL MEDICAL CLINIC - Airside-Arrival Clinic





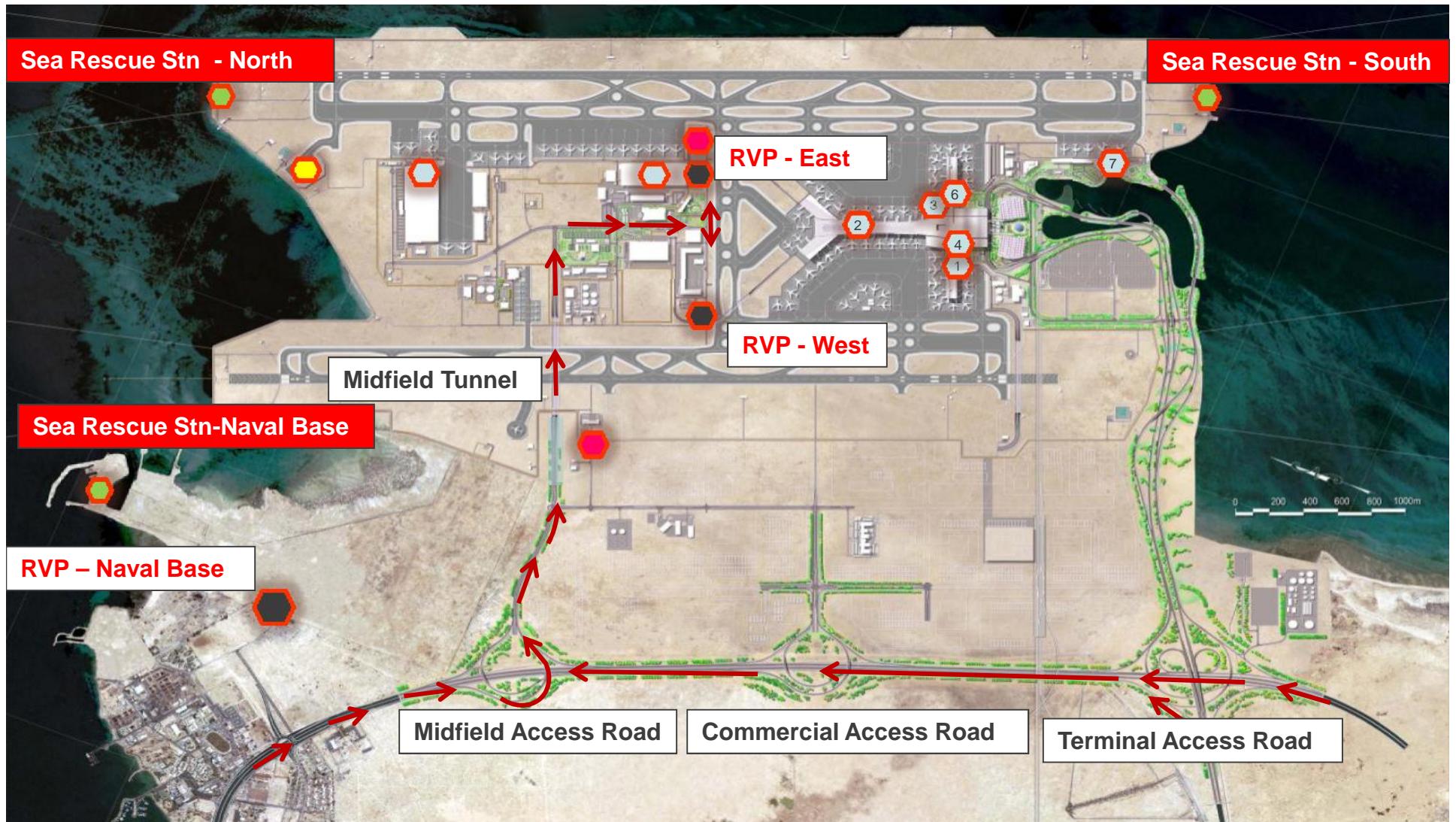
# Emergency Response Facilities



Sea Rescue Stations



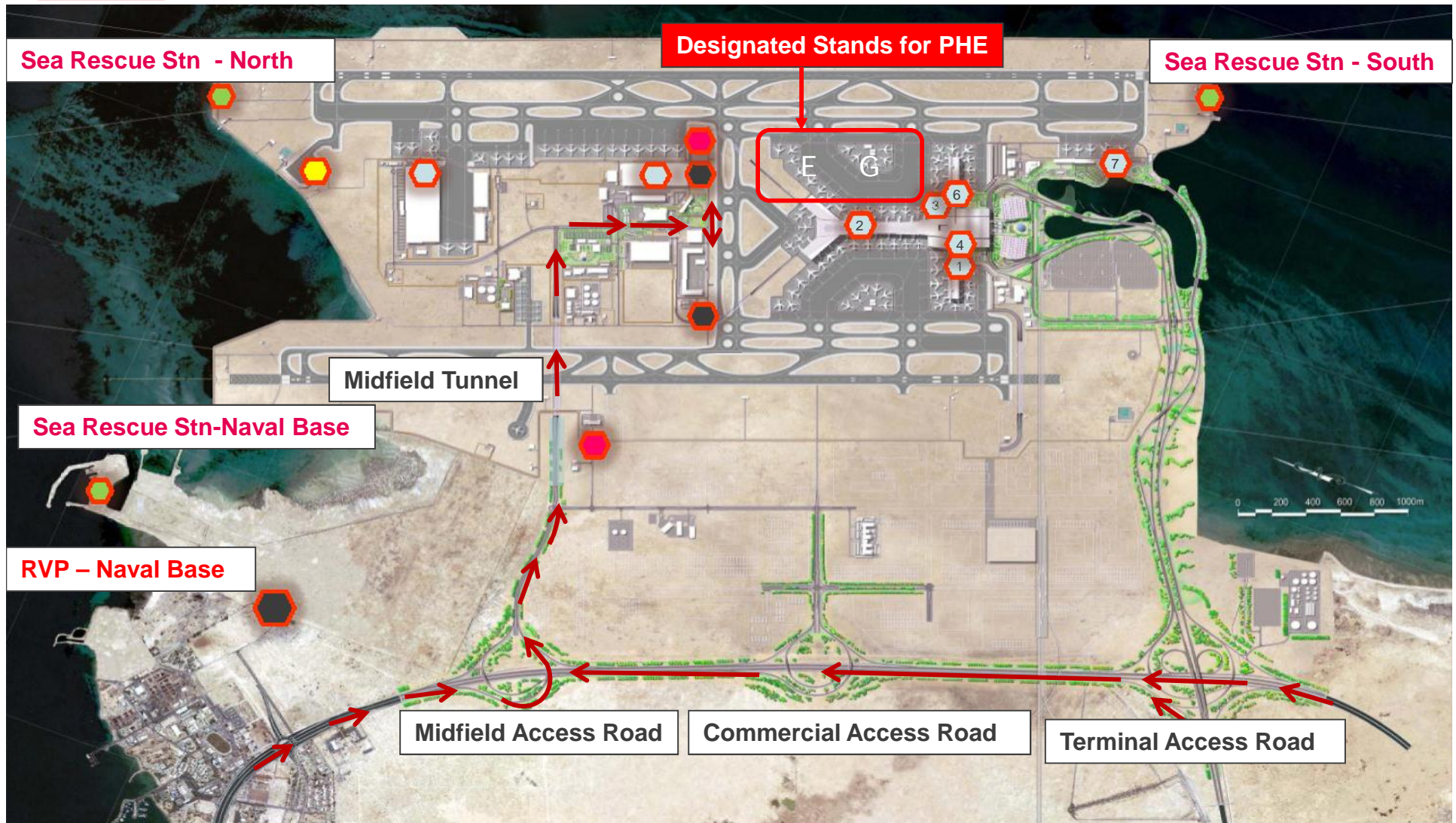
Isolation Bay





# Emergency Response Facilities

 Designated Stands for Aircraft w/PHE Incident



# Public Health Preparedness and Response at HIA-Qatar



- Presented during 2<sup>nd</sup> day of –  
the Fifth Meeting of the CASPCA-Middle East Project (CAPSCA-MID/5); and CAPSCA Workshop, and Training for Technical Advisors  
(Cairo, Egypt, 29 February - 3 March 2016)
- <http://www2010.icao.int/MID/Documents/2016/CAPSCA%20MID5/Public%20Health%20Emergency%20Preparedness%20and%20Response%20at%20HIA-Qatar.pdf>



# C. Video Presentation Exercise Charlie Oryx 2015



# Question



# Thank you

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