

Changing roles in Public Support at Amsterdam Airport Schiphol



28 May, 5 & 12 June, 3 July 2014

This presentation:

Version: 3 July 2014

- The process of Public Support will be continuously fine-tuned
- Updates of this presentation will follow in the future
- Next update of the presentation will follow after this summer



Agenda

Changing roles in Public Support during crises and emergencies

13:00 - 13:10 Welcome and introduction (by Airport Manager)

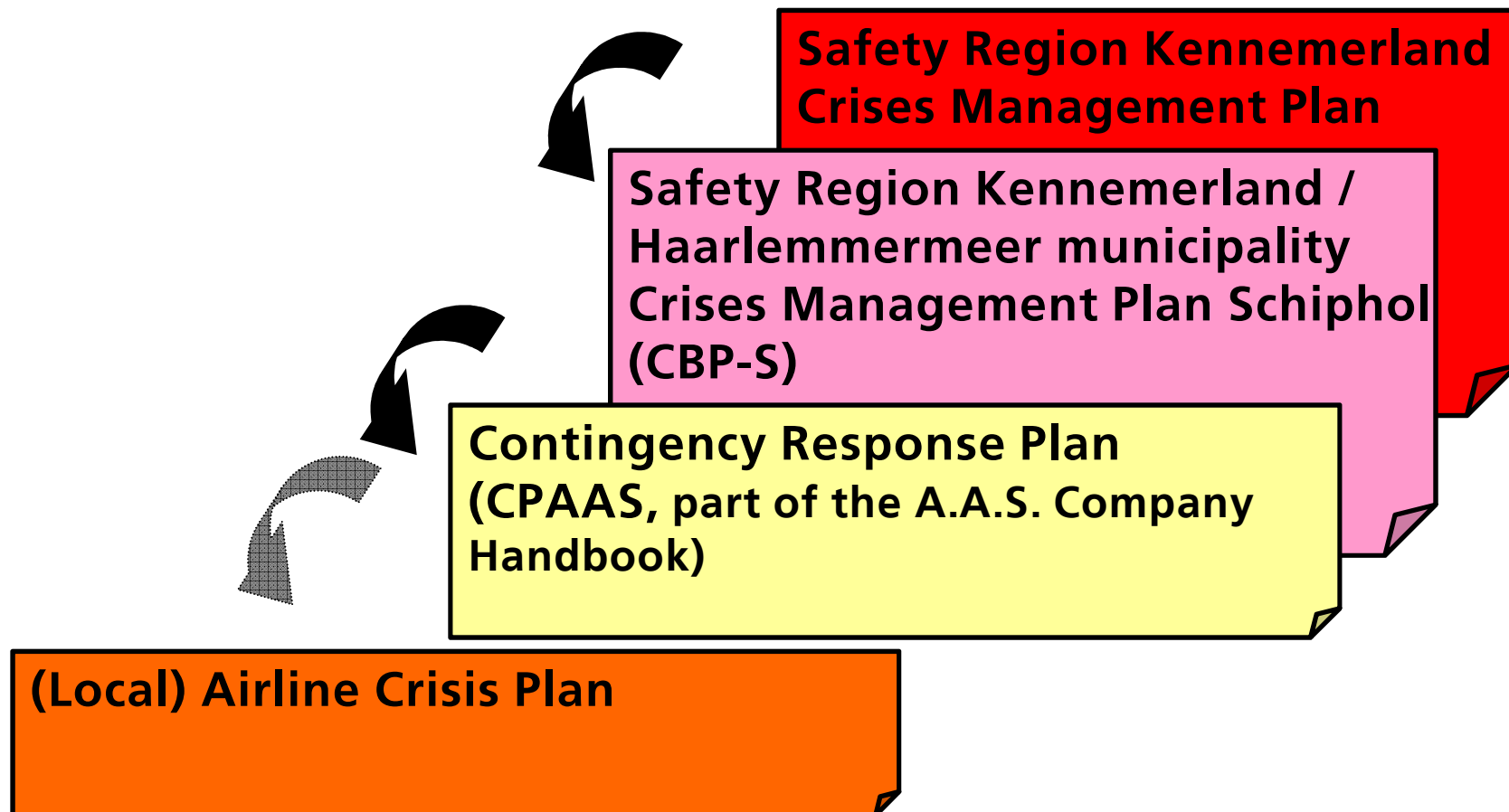
13:10 - 13:45 Changing roles in Public Support during crises
(by Neil Jordan, Haarlemmermeer)

- What is changing?
- Why this change?
- What are the implications?
- Process after an incident
- Next steps

13:45 - 14:00 Discussion and closing

General introduction

Contingency and emergency response plans



General framework

Structure of crisis organisation – Government and AAS

Schiphol Structure
Incl.
Marechaussee
liaisons

Governmental
Structure
Incl. Schiphol
liaisons

Policy Team
Gold)

BT

Airport Crisis
Team
(Commissie van
Overleg)

Operational Team
(Silver)

OT

CVO

Command Post at Incident
(Bronze)

COPI

CVO

Schiphol Team at
Incident Site

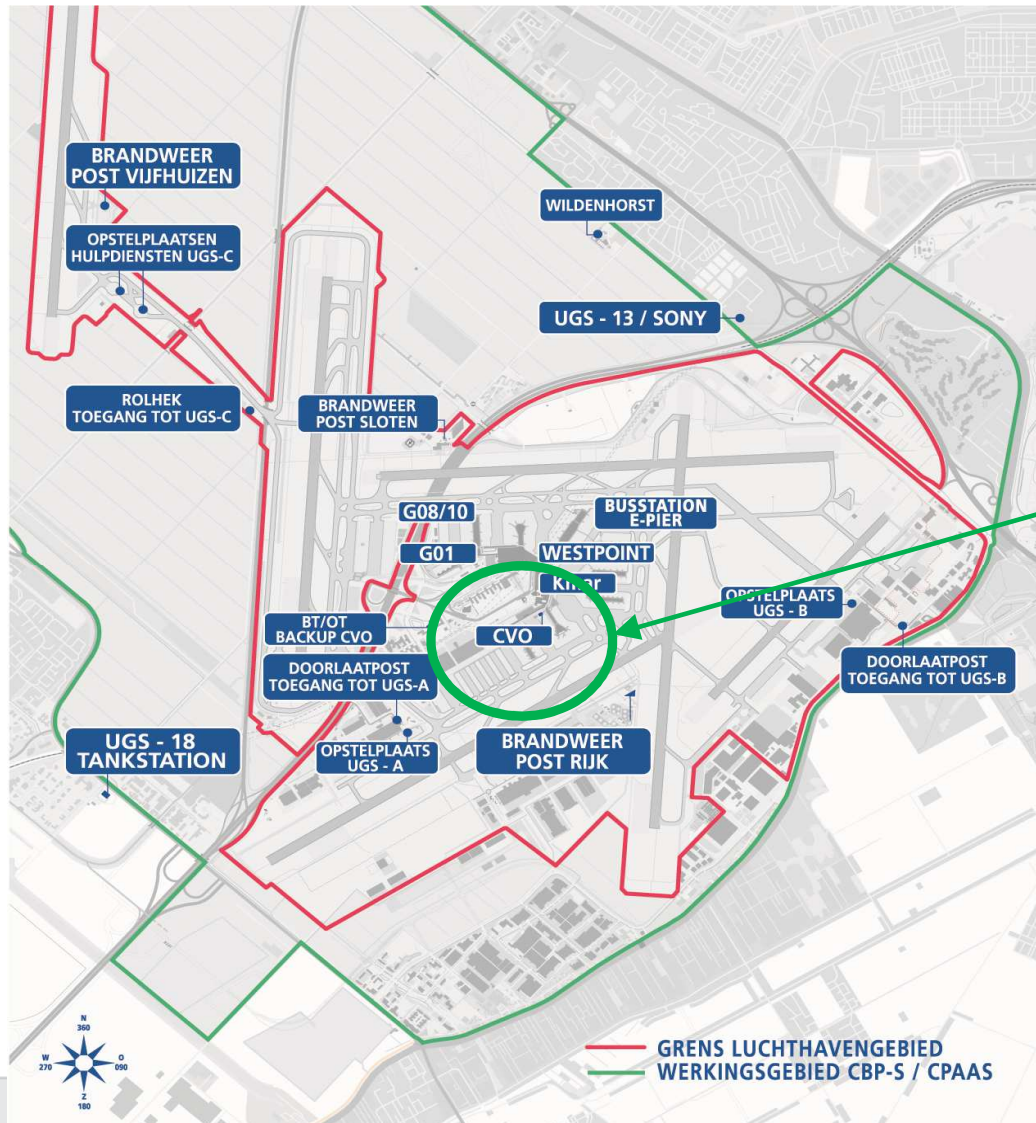
STPI

CVO

Incident



Emergency locations



CVO location:

- Havendienst, Airside Coordination Centre, on Airside near C04

Introduction of Neil Jordan

- ***Municipality of Haarlemmermeer:***
 - *Policy advisor in Public Order & Safety / Crisis management*
 - *Account manager for Amsterdam Airport Schiphol (on crisis management)*
- ***Kennemerland Safety Region:***
 - *Project member: new crisis organization for public support in Kennemerland*

What and why?

■ What is changing?

Process of providing public support at AAS + Role of government/airlines



■ Why this change?

- New policy of government
- Different approach in Kennemerland Safety Region
- Implications for Schiphol airport

In line with EU Regulation 996/2010

Facts from real incidents:

- 'Most people don't panic during a crisis but act rational'
- 'Most of the (uninjured) people are self-reliant and capable of helping others'



Facts from real incidents:

- 'First live-saving actions are carried out spontaneously by bystanders'



Facts from real incidents:

- 'People organize themselves using their social network, social-media, internet, mobile phones'

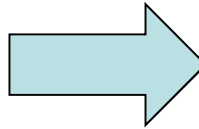


Facts from real incidents:

- 'Only a small percentage of assistance offered by the government is used'



- ‘A complete picture of everyone involved within 1 day is an illusion. Better focus on informing relatives’



Different approach

Self-reliant people	<ul style="list-style-type: none">• Anticipate• Stimulate• Facilitate
Less-self-reliant people	<ul style="list-style-type: none">• Prepared support
	<ul style="list-style-type: none">• Improvised support



gemeente
Haarlemmermeer



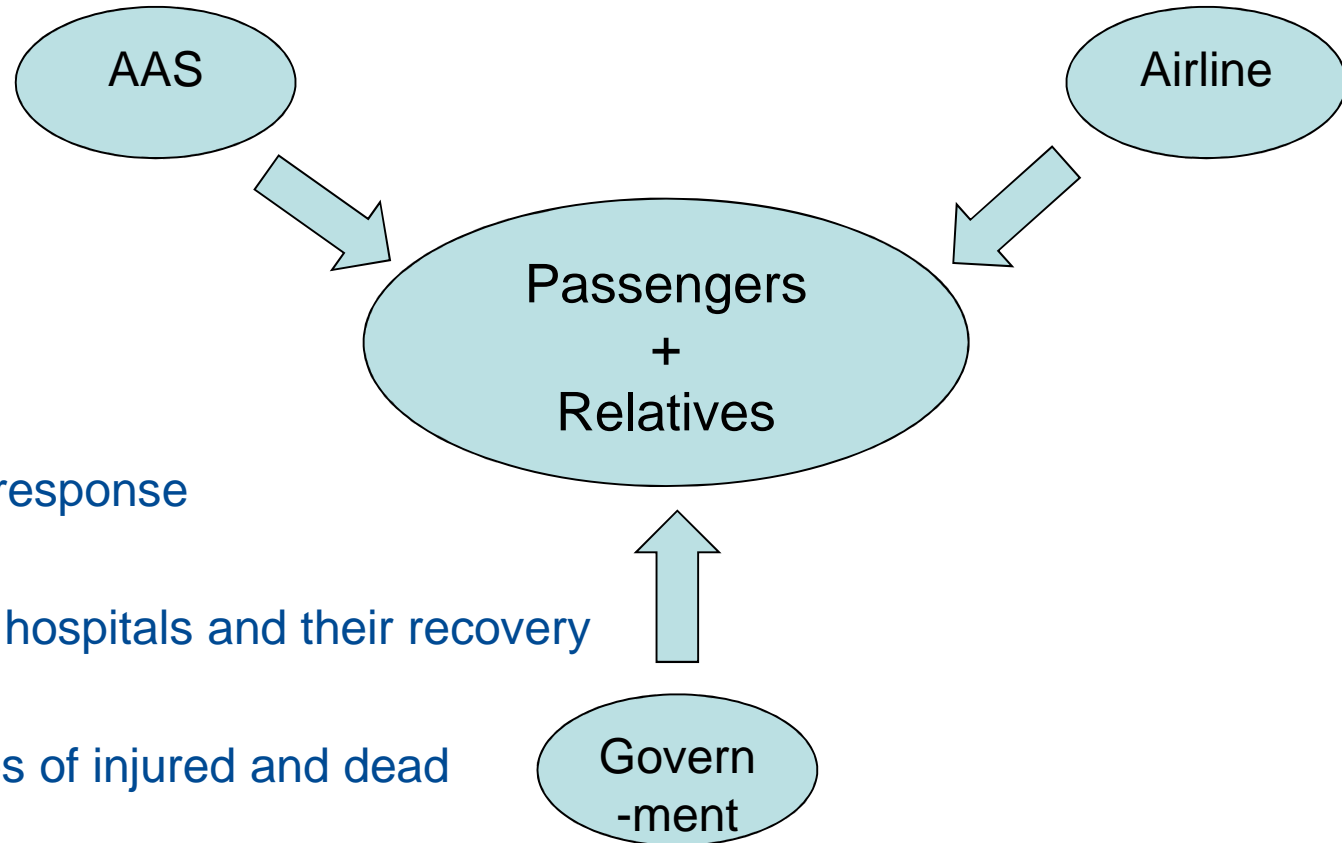
Schiphol
Amsterdam Airport

Specific situation at the airport

- **Larger number of people with foreign nationality**
- **Larger number of less self-reliant people:**
 - language
 - social network
 - money/bankcard, telephone, fresh clothes, etc.
 - organizing overnight stay, transport, transfer
- **Responsibility of the airline and AAS towards the customer**
- **Reunification of victims and relatives partly at the airport itself**
- **By definition, great attention (international) media**
- **Business disruption may have major effects**



Common concern



Priorities:

- First emergency response
- Injured people to hospitals and their recovery
- Informing relatives of injured and dead
- Aftercare

What do we want to improve?

- Anticipating on self-reliance, where/when possible
- Focus on injured and non- or less- self-reliant people
- Based on needs, not on offer (more flexibility)
- Better information process towards relatives
- Responsibility of airlines towards customers

What are the implications?

- Stimulate/facilitate self-reliance, where/when possible
- Assistance focused on less-self-reliant people/passengers



What are the implications?

■ Greater role airlines:

- Staff for assistance at assembly point ('Panorama-restaurants' or sportscenter 'Wildenhorst'):
 - Form a picture of the situation and identify needs of less-self-reliant
 - Providing needs/assistance: transfer/overnight stay/personal needs
- Long-term aftercare

In line with EU Regulation 996/2010

■ Local government and AAS provide basic 'framework'

■ Better adoption to the specific situation



What are the implications?

Better information about victims towards relatives:

- Informing relatives of injured, dead and non-self-reliant passengers by government with use of the 'National Victim Information System' (SIS)
- Uninjured self-reliant passengers will be stimulated/facilitated to inform their relatives (selfregistration is possible)
- No registration of uninjured passengers by government



SIS 24/7:

- Frontoffice: ANWB-emergency callcenter: *intake + informing relatives*
- Backoffice: National Forensic Team (Police): *gathering data + matching*
- Airlines will receive information from government via Airport Crisis Team (CVO) as soon as possible

Information process

Information about victims towards relatives:

- Via SIS-Frontoffice (and police incase of fatalities)

General information about the incident:

- Via public-information-number local government
- Numbers will be made public when activated.
- Airlines will receive SIS-information as soon as possible via CVO

Information process towards relatives

	Self-reliant?	Where do they go?	Who registers?	Who informs relatives?
Dead	-	Hospitals/ Mortuary	Police ->info towards SIS	Police
Injured	-	Hospitals	First Medical Assistance/ Hospitals ->info towards SIS	SIS
Uninjured	Self-reliant	Assembly point	Self-registration SIS (optional)	Passenger
	Non-self-reliant	Assembly point	SIS (facilitated)	SIS
Relatives	-	Assembly point	SIS (themselves or facilitated)	-

- Relatives are brought into contact with SIS, and receive casemanager if needed
- Airlines will receive SIS-information as soon as possible via CVO

Airline is represented in:

Schiphol crisis structure:

- Airport Crisis Team (CVO)
- Coordination team Assembly Location

Governmental crisis structure:

- Command post incident site (represented if possible)
- Operational Team (represented if possible)

Case: Aircraft crash, 250 pax

- **All** passengers will be examined in hospital (high velocity impact)
- Registration of all passengers by police, medical assistance and hospitals
 ➔ information forwarded to SIS
- Relatives will be assembled at a central area: sportscenter 'Wildenhorst'
- Relatives will be informed by SIS (foreigners by SIS and their embassy)
- Airline will be informed by local government:
 - General information: as soon as possible
 - Specific information: as soon as injured/relatives give permission
- Role of the Airline: identify practical needs in assembly location / aftercare
- Psychological assistance by government at assembly location
- Casemanager Relatives (SIS): for relatives in uncertainty after 24 hours. They will be informed as soon as new information becomes available.
- Casemanager Embassies: bringing foreigners and their relatives in contact with their embassies



Case: Aircraft on fire on the runway, 75 pax

- 40 injured pax, 35 uninjured pax
- Injured pax will be examined in hospital and will be registered by police, medical assistance and hospitals
 - ➔ information forwarded to SIS
- Relatives and uninjured will be assembled and reunited at a central assembly location: 'Panorama-restaurants'
- Relatives of injured and non-self-reliant pax will be informed by SIS, for foreigners through their embassy
- Role of the Airline: identify practical needs in assembly location / aftercare
- Psychological assistance by government at assembly location
- Casemanager Relatives (SIS): for relatives in uncertainty after 24 hours. They will be informed as soon as new information becomes available.
- Casemanager Embassies: bringing foreigners and their relatives in contact with their embassies

To summarize: what is changing for you?

- Better victim information towards relatives of injured, dead and non-self-reliant passengers (National Victim Information System: SIS)
- No registration of uninjured people by government
- Airlines expected to;
 - provide staff for assembly point ('Panorama-restaurants' or sportscenter 'Wildenhorst')
 - offer support to less-self-reliant passengers (i.e. transfer/overnight stay/personal needs)



Next steps

- New Emergency Response Procedure is officially set by government in cooperation with AAS
- Procedure will be active from 30th of June 2014
- Reorganization of regional government crises management organization at this moment
- Further details will be worked out

Discussion



Further inquiries

For further inquiries, please contact your Accountmanager or one of the Airport Managers:

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Location: Terminal West, A637					

