PROPOSED EXPANSION OF THE CAPE WINELANDS AIRPORT
EIA REFERENCE: 16/3/3/2/A5/20/2046/24
APPEAL DECISION: 14/3/1/A5/20/0705/26

ANNEXURE 12: EMERGENCY PREPAREDNESS AND RESPONSE PLAN

OCTOBER 2026



EMERGENCY PREPAREDNESS AND RESPONSE PLAN

Document Number	**EPRP**
Issue Number and Date	**Issue 1 | 1 October 2026**
Revision Number and Date	**Revision 0 | 1 October 2026**



THIS PAGE IS LEFT BLANK INTENTIONALLY

CHAPTER 0
INTRODUCTORY MATERIAL

THIS PAGE IS LEFT BLANK INTENTIONALLY

0. INTRODUCTORY MATERIAL

0.1 TABLE OF CONTENTS

0. INTRODUCTORY MATERIAL 0-3
0.1 TABLE OF CONTENTS 0-3
0.2 DISTRIBUTION LIST 0-6
0.3 MANUAL HOLDER'S RESPONSIBILITIES 0-6
0.4 STATEMENT REGARDING HANDWRITTEN AMENDMENTS 0-6
0.5 CHANGE CONTROL AND AMENDMENT PROCESS 0-7
0.6 STATEMENT OF COMPLIANCE 0-8
1. ADMINISTRATION 1-3
1.1 SUBMISSION INFORMATION 1-3
1.2 ALPHABETICAL INDEX OF ROLEPLAYERS 1-10
1.3 LIST OF EFFECTIVE PAGES 1-12
1.4 RECORD OF REVISIONS 1-15
1.5 AIRPORT EMERGENCY RISK OVERVIEW 1-16
1.6 CONCEPT OF OPERATIONS 1-18
1.7 AVAILABLE RESOURCES 1-24
1.8 SCENARIOS & TYPES OF EMERGENCIES 1-32
1.9 CATEGORISATION OF PHASES 1-32
1.10 IMPORTANT LOCATIONS 1-34
1.11 CONTACT DETAILS 1-35
1.12 CAPE WINELANDS EMERGENCY CALLOUT PROCEDURE 1-40
2. ROLE PLAYERS IN AN EMERGENCY 2-3
A.1 AERONAUTICAL RESCUE COORDINATION CENTRE (ARCC) 2-3
A.2 AIR TRAFFIC AND NAVIGATIONAL SERVICES 2-4
A.3 AIRLINES / AIRCRAFT OPERATOR 2-6
A.4 AIRPORT MANAGEMENT 2-9
B.1 BORDER MANAGEMENT AUTHORITY (BMA) OF SOUTH AFRICA 2-13
B.2 BORDER MANAGEMENT AUTHORITY – PORT HEALTH SERVICES 2-15
C.1 CLERGY & COUNSELLORS 2-17
C.2 CUSTOMS / SOUTH AFRICAN REVENUE SERVICES 2-20
D.1 DISASTER RISK MANAGEMENT CENTRE / CITY OF CAPE TOWN 2-21
D.2 DISASTER MANAGEMENT / PROVINCIAL GOVERNMENT 2-23
E.1 EMERGENCY OPERATIONS CENTRE 2-25
E.2 EMERGENCY OPERATIONS CENTRE DIRECTOR 2-26
E.3 EMERGENCY HOLDING FACILITIES 2-30
F.1 FIRE & RESCUE SERVICES – AVIATION 2-31
F.2 FIRE & RESCUE SERVICE – CITY OF CAPE TOWN 2-37
F.3 FIRE GROUND COMMANDER 2-40
F.4 FORENSIC PATHOLOGY SERVICE: WESTERN CAPE GOVERNMENT 2-41
F.5 FORWARD COMMAND POST 2-42
F.6 FORWARD COMMAND POST COMMITTEE 2-44
G.1 GROUND HANDLING SERVICES 2-46
H.1 HAZMAT INCIDENTS & DANGEROUS GOODS 2-47

H.2 DEPARTMENT OF HOME AFFAIRS (BMA) 2-49
H.3 HOSPITALS & MEDICAL FACILITIES 2-50
H.4 HUMAN RESOURCES DEPARTMENT 2-52
I.1 INCIDENT COMMAND SYSTEM (ICS) 2-53
I.2 INCIDENT COMMANDER 2-59
I.3 INFRASTRUCTURE TECHNOLOGY 2-63
J.1 JOINT MEDIA CENTRE 2-64
M.1 MAINTENANCE & ENGINEERING 2-65
M.2 MARITIME RESCUE COORDINATION CENTRE 2-66
M.3 MEDICAL COORDINATOR 2-68
M.4 MEDICAL SERVICE – AIRPORT 2-69
M.5 MEDICAL SERVICES - WESTERN CAPE GOVERNMENT 2-70
M.6 MEDICAL - TRIAGE OFFICER 2-73
M.7 MEDICAL TRANSPORTATION OFFICER 2-76
M.8 METROPOLITAN POLICE, LAW ENFORCEMENT AND TRAFFIC SERVICES 2-78
N.1 NATIONAL SEA RESCUE INSTITUTE 2-80
R.1 RENDEZVOUS POINTS 2-83
R.2 RENDEZVOUS POINT OFFICER / PERSONNEL 2-84
S.1 SECURITY SERVICES – CWA AVIATION SECURITY 2-86
S.2 SECURITY SERVICES CONTRACT COMPANY 2-88
S.3 SOUTH AFRICAN CIVIL AVIATION AUTHORITY 2-89
S.4 SOUTH AFRICAN NATIONAL DEFENCE FORCE 2-90
S.5 SOUTH AFRICAN POLICE SERVICES 2-92
S.6 SOUTH AFRICAN SEARCH AND RESCUE (SASAR) 2-96
S.7 STATE SECURITY AGENCY 2-98
T.1 TRAFFIC SERVICE CITY OF CAPE TOWN TRAFFIC SERVICE 2-99
T.2 TRAFFIC SERVICES / PROVINCIAL TRAFFIC SERVICE 2-100
V.1 VEHICLE STAGING AREAS 2-102

3. GRID MAPS 3-3

3.1 2KM GRID MAP 3-3
3.2 WATER POINTS – TBC 3-4
3.3 HYDRANT POINTS – TBC 3-4

4. GRID CHARTS 4-3

4.1 10KM GRID MAP 4-3

5. DISABLED AIRCRAFT RECOVERY PROCEDURE 5-3

5.1 OVERVIEW 5-3
5.2 POLICY 5-3
5.3 PURPOSE 5-4
5.4 SCOPE 5-4
5.5 CONDITIONS BEFORE RECOVERY 5-5
5.6 PRIMARY RECOVERY METHOD 5-5
5.7 TYPICAL RECOVERY-KIT EQUIPMENT 5-6
5.8 AIRLINE PLANNING INFORMATION 5-6
5.9 RECOVERY PRIORITIES 5-7
5.10 ROLES AND RESPONSIBILITIES 5-14
5.11 AIRLINE RECOVERY INFORMATION 5-19

5.12 TRAINING, EXERCISES AND REVIEW 5-20

6. PUBLIC HEALTH EMERGENCY INTERNATIONAL CONCERN 6-3

6.1 PURPOSE 6-3

7. HUMAN FACTORS APPLIED TO AIRPORT RESCUE AND FIREFIGHTING SERVICES 7-3

7.1 PURPOSE 7-3
7.2 REGULATORY CONTEXT 7-3
7.3 IMPORTANCE TO CAPE WINELANDS AIRPORT 7-4
7.4 HUMAN FACTORS IN AN AIRCRAFT ACCIDENT RESPONSE 7-4
7.5 TRAINING AND EXERCISES 7-8
7.6 RESPONDER WELFARE 7-9
7.7 EXPECTED OUTCOME 7-9

A. LIST OF CONTROLLED ANNEXURES APP-3

0.2 DISTRIBUTION LIST

Number	Entity
001 (Master)	SACAA
002 (Master)	Cape Winelands
003	TBC
004	
005	
006	

0.3 MANUAL HOLDER'S RESPONSIBILITIES

0.3.1 This manual is issued to a post and not to a personal holder. It is not transferable to another post within the organisation without the approval of the Airport Manager.

0.3.2 The official holder, or in their absence the person acting in that capacity, is responsible for the good order, implementation of revisions, and safekeeping of the manual.

0.3.3 All users must report deficiencies, errors, or conflicting instructions in this manual to the Safety Manager to have such policies, procedures, or standards reviewed and/or amended.

0.3.4 Manual holders must ensure that personnel, as applicable, have access to and are familiar with the policies and procedures required to ensure compliance with established standards.

0.4 STATEMENT REGARDING HANDWRITTEN AMENDMENTS

0.4.1 Only those amendments submitted to the SACAA, approved by the Director of the SACAA and appearing in the manual will be accepted. NO HANDWRITTEN amendments will be accepted under any circumstances.

0.4.2 However, a written and signed instruction by the Airport Manager may be accepted for the interim in the event of a serious matter of which the SACAA will also be advised by means of the Deviation Policy, followed up by an amendment to be approved by the SACAA for implementation into the Emergency Preparedness and Response Plan (EPRP).

0.5 CHANGE CONTROL AND AMENDMENT PROCESS

0.5.1 Amendments will be made to this manual as and when required, but the content of the manual must be reviewed at least every 12 months.

0.5.2 Any person within the organisation can initiate changes to the Aerodrome Emergency Management System through an audible process. A change to the manual can be raised during the annual verification process or on an ad-hoc basis.

0.5.3 Amendments are initiated by completing a Change Proposal form or sending an email to the Quality Manager. The change must be authorised by the Airport Manager.

0.5.4 The proposed amendments must be submitted to the SACAA for approval.

0.5.5 When amendments are made, the List of Effective Pages must be updated to reflect the revision number and effective date of the amended page.

0.5.6 When amendments are made, the approved "Statement of Compliance" must be reviewed, and if required, an amended Statement of Compliance must be submitted, together with the proposed amendments, to the SACAA for approval.

0.5.7 A vertical line in the margin directly opposite the affected text will identify revised or added material.

0.5.8 Manual holders are to ensure that amendments to the manual are included into the folder within one week of receipt, and that the procedural changes are reviewed within 14 days.

0.5.9 The "Amend Process" is as follows:

a) Gather data;
b) Initiate a change request (change request form);
c) Obtain electronic "under revision" copy;
d) Amend policies and procedures;
e) Compile and review document;
f) Approval of amendments by the Cape Winelands subject matter expert and airport manager;
g) Submission and approval of the amendments by the SACAA;
h) Distribute to manual holders within 45 days (this day becomes the "effective date");
i) Manual holders to review amendments within 14 days.

.

0.6 STATEMENT OF COMPLIANCE

0.6.1 This Emergency Preparedness and Response Plan (EPRP)has been developed specifically for the management of passenger aircraft emergencies, accidents and incidents occurring at, or within the vicinity of, Cape Winelands Airport. Although primarily applicable to Cape Winelands Airport, the principles and procedures contained herein may also support the coordinated response to aircraft-related incidents occurring elsewhere within the City of Cape Town.

0.6.2 Where separate or complementary plans address other emergency scenarios, the relevant provisions of this manual may be applied as a reference framework for coordinating non-aircraft accident responses at Cape Winelands Airport.

0.6.3 The initial response procedures for incidents involving large cargo aircraft and light aircraft will follow the same fundamental principles, with the scale and level of resources adjusted according to the nature, severity and operational requirements of the emergency. Where appropriate, a reduced medical and humanitarian services response may be activated.

0.6.4 This manual is formally submitted by the Airport Manager of Cape Winelands Airport to the South African Civil Aviation Authority (SACAA) for review and approval.

Authority	Signature	Date
Airport Manager		

Authority	Signature	Date
Chairperson of Aerodrome Emergency Committee		

0.6.5 This Aerodrome Emergency Management System Manual of Cape Winelands Airport has been approved by the Director of the South African Civil Aviation Authority (SACAA) of the Republic of South Africa as being compliant to SA-CAR Part 140 and the applicable SA-CATS.

SACAA Approval

CHAPTER 1
ADMINISTRATION

THIS PAGE IS LEFT BLANK INTENTIONALLY

1. ADMINISTRATION

1.1 SUBMISSION INFORMATION

1.1.1 Scope

1.1.1.1 This EPRP details the arrangements for the command, control and coordination of the response to emergencies occurring at, or within the vicinity of, Cape Winelands Airport.

1.1.1.2 The EPRP assumes that every participating agency with assigned responsibilities maintains appropriate supporting emergency procedures, standard operating procedures and internal response arrangements aligned with this document.

1.1.1.3 Each agency remains responsible for ensuring that its personnel are adequately trained, equipped and prepared to perform their assigned functions during an emergency.

1.1.2 Emergency Preparedness

1.1.2.1 Reference

The Cape Winelands Airport EPRP and its supporting documents have been developed with reference to the applicable international and national civil aviation requirements, standards and recommended practices, including:

a) ICAO Annex 14, Volume I, Aerodrome Design and Operations
b) ICAO Doc 9137-AN/898, Part 7, Airport Emergency Planning
c) ICAO Doc 9137-AN/898, Airport Services Manual
d) South African Civil Aviation Regulations, Part 139, Aerodromes and Heliports
e) City of Cape Town Disaster Management Plans

1.1.2.2 Introduction

1.1.2.2.1 The Cape Winelands Airport EPRP is documented to ensure a timely, coordinated and effective response to emergencies occurring at, or within the vicinity of, the airport.

1.1.2.2.2 Its primary objectives are to safeguard human life, protect property and the environment, minimise disruption to airport operations, and support the earliest practicable recovery and return to normal operations.

1.1.2.2.3 The EPRP establishes the roles, responsibilities, communication arrangements and coordination procedures applicable to airport personnel, emergency services, aircraft operators, tenants and supporting external agencies.

1.1.2.2.4 It also supports compliance with the applicable requirements of the South African Civil Aviation Authority (SACAA), the South African Civil Aviation Regulations, and relevant ICAO standards and recommended practices.

1.1.2.3 Purpose

1.1.2.3.1 The purpose of the Cape Winelands Airport EPRP is to provide airport personnel, the Western Cape Government, the City of Cape Town Emergency Services and other participating agencies with a clear and practical framework for responding to emergencies at, or within the vicinity of, Cape Winelands Airport.

1.1.2.3.2 The EPRP supports the airport's strategic commitment to protecting life, property, the environment and critical operations through effective preparedness, coordinated response and timely recovery. It defines the duties and responsibilities of participating organisations and provides checklists, response procedures and concise guidance for credible emergency scenarios.

1.1.2.3.3 The EPRP is intended to support timely decision-making and effective incident management; however, it does not replace sound professional judgement or the need to adapt the response to the circumstances of an emergency.

1.1.2.3.4 The EPRP forms part of Cape Winelands Airport's broader organisational resilience framework and is supported by the airport's Business Continuity Plan and related contingency arrangements. These documents establish coordinated procedures for managing disruptions through the following interconnected functions:

Table 1-1:– Cape Winelands Airport Organisational Resilience Framework functions

Emergency Response	The immediate operational response required to safeguard life, limit injury, protect property and the environment, and prevent further escalation. This includes aircraft emergency response, rescue and firefighting, medical assistance, evacuation and other immediate protective actions.
Crisis Management	A senior-management function responsible for providing strategic leadership, making executive decisions, managing organisational consequences and coordinating internal and external communications during and after a significant disruption.
Business Continuity	The continuation or timely restoration of urgent and critical airport activities following a disruption, with the objective of minimising operational, financial, regulatory and reputational impacts.

1.1.2.3.5 Together, these arrangements provide Cape Winelands Airport with an integrated framework for emergency preparedness, response, recovery and the continued delivery of critical airport services.

1.1.3 Acronyms and Abbreviations

Table 1-2: Acronyms and Abbreviations used in this Manual

Term	Definition
AAC	Airline Assistance Centre
ACFT	Aircraft
ACP	Afloat command post
AMS	Air Mercy Service
AOC	Airline Operators Committee
APM	Airport Management
ARCC	Aeronautical Rescue Coordinator Centre
ARFFS	Aerodrome Rescue & Fire Fighting Service
ATNS	Air Traffic Navigation Service
BMA	Border Management Authority
CCT	City of Cape Town
CHA	Crew Holding Area
CSWR	Centre for Sea Watch and Response
DOC	Disaster Operations Centre CCT
DRMC	Disaster Risk Management Centre
DVI	Disaster Victim Identification
EMS	Emergency Medical Services
EOC	Emergency Operations Centre
EPIC	Emergency Public Information Centre
EPIRB	Emergency Position Indicating Radio Beacon
ERP	Emergency Response Preparedness
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
FCP	Forward Command Post
FFAC	Family and Friends Assistance Centre
FOB	Fuel on Board
FPS	Forensic Pathology Service
HLZ	Helicopter Landing Zone
IATA	International Air Transport Association
IC	Incident Commander
ICAO	International Civil Aviation Organization
ICS	Incident Command System
JMC	Joint Media Centre
LIC	Local Information Centre
MRCC	Maritime Rescue Coordinator Centre
NGO	Non-Governmental Organization

Term	Definition
NOC	Negotiations Operations Centre
NSRI	National Sea Rescue Institute
PAX	Passengers
PECC	Public Emergency Communications Centre
PG: WC	Provincial Government of the Western Cape
PIC	Passenger Information Centre
PTSC	Post-Traumatic Stress Counselling
RA	Reconciliation Area
RVP	Rendezvous Point
RWY	Runway
RFFS	Rescue and Fire Fighting Services
SACAA	South African Civil Aviation Authority
SA-CAR	South African Civil Aviation Regulations
SA-CATS	South African Civil Aviation Technical Standards
SAFREP	South African Ship Reporting System
SANDF	South African National Defence Force
SAPS	South African Police Service
SASAR	South African Search and Rescue
SEC	Security
T/O	Take-off
T/Off	Transportation Officer
TWY	Taxiway
VSA	Vehicle Staging Area
WWC	Walking Wounded Centre

1.1.4 Key Terminology and Definitions

Table 1-3: Key Terminology used in this Manual

Term	Definition
Accident	An occurrence in which a person/s is/are fatally or seriously injured, or any other serious/substantial damage is incurred to an aircraft, vehicle, facility, property and/or equipment. A person is fatally injured if they die of causes related to the accident. Refer also to the Incident definition.
Airside	The movement area of an Airport, adjacent terrain and buildings or portion thereof, access to which is controlled, but excluding leased areas.
Bronze Commander	The person responsible for the operational command of personnel and resources within a designated area or function at an emergency scene. The Bronze Commander implements the tactical plan established by the Silver Commander, supervises frontline activities, maintains personnel safety and reports operational progress and resource requirements through the established command structure.
Cold Zone	The designated area surrounding an emergency scene that is considered safe and free from immediate hazards. It is used for incident command, emergency-services staging, logistical support, medical coordination and other supporting activities. Access remains controlled and is limited to authorised personnel and resources.
Communicable disease	An illness caused by an infectious agent that can be transmitted directly or indirectly between people, animals or the environment. The method of transmission may include respiratory droplets, airborne particles, bodily fluids, contaminated food or water, insects or contact with contaminated surfaces
Contact	A person who may have been exposed to an infectious person, contaminated item or affected environment. Port Health or the responsible public health authority shall determine who meets the contact definition.
Disaster	Disaster means a progressive or sudden, widespread or localised, natural or human-caused occurrence which: a) Causes or threatens to cause: i) death, injury or disease; ii) damage to property, infrastructure or the environment; or iii) disruption of the life of a community; and b) Is of the magnitude that exceeds the ability of those affected by the disaster to cope with its effects using only their own resources.
Disaster (Risk) Management	Disaster (Risk) Management means a continuous and integrated multi-sectored, multi-disciplinary process of planning and implementation of measures aimed at, a) Preventing or reducing the risk of disasters, b) Mitigating the severity or consequences of disasters, c) Emergency preparedness, d) A rapid and effective response to disasters, and e) Post disaster recovery and rehabilitation.
Disaster (Risk) Management Plan	A document describing the organisational structure, its roles and responsibilities and concept of operation covering all aspects of the Disaster Risk Management Continuum and placing an emphasis on measures that reduce vulnerability, viz. hazard identification, risk and vulnerability assessment, risk reduction and mitigation, planning and preparedness, emergency response, relief and recovery efforts.

Term	Definition
Disaster Operations Centre	A fully equipped dedicated facility within the Municipal, Provincial or National Disaster (Risk) Management Centre. Such a facility must be capable of accommodating any combination of emergency and essential services representatives, including all relevant role players and stakeholders identified in response and recovery plans for the purpose of multidisciplinary strategic management of response and recovery operations, when a local, provincial or national disaster occurs or is threatening to occur.
Disaster Risk Management Centre	Is a Centre established in a Municipality, Province or at National level in terms of the Disaster Management Act, No. 57 of 2002.
Emergency	Any actual or imminent event, incident or condition occurring at, or within the vicinity of, Cape Winelands Airport that threatens life, health, property, aircraft, the environment or the continuity of airport operations, and requires an immediate, coordinated response by airport personnel, emergency services or supporting external agencies.
Full Emergency Response "Phase Three" III	A Phase III describes any emergency where the services of the external participants and airport community will be required to respond to the scene. **Note:** The discretion of the applicable type of response phase category callout is directed by the on-duty Assistant Manager Aviation Rescue Fire Fighting Services / Fire Chief to the watch room attendant. The watch room attendant will initiate the applicable callout. This response phase category can be upgraded or downgraded by the EOC in consultation with FCP.
Gold Commander	The senior person responsible for the strategic direction and overall management of a major emergency. The Gold Commander establishes strategic objectives and priorities, authorises significant decisions, coordinates executive-level and multi-agency support, and manages the wider organisational, community, reputational and recovery implications of the incident.
Human Factors	The application of scientific knowledge about the abilities, characteristics, and limitations of human beings, to the design of equipment, systems and environments in which they function and the tasks they perform.
Hot Zone	The area immediately surrounding an emergency incident where actual or potentially life-threatening hazards are present. Access is strictly controlled and limited to authorised, trained and suitably equipped emergency-response personnel wearing the required personal protective equipment. Rescue, firefighting and other critical hazard-control activities are undertaken within this zone.
Incident Command System	A standardised and scalable management framework used to command, control and coordinate an emergency response. It integrates participating agencies, personnel, facilities, equipment, communications and procedures within a common organisational structure, enabling clear authority, defined responsibilities, effective resource management and coordinated decision-making.
Incident Commander	The person formally responsible for the overall command, control and coordination of activities at an emergency incident. The Incident Commander establishes response priorities and objectives, approves operational strategies, coordinates participating agencies and resources, and remains in command until responsibility is formally transferred or the incident is concluded.
Isolation	The separation of a person who is ill or reasonably suspected of being infected from persons who are not ill. Isolation shall be implemented under public health or clinical direction and shall not be used as punishment.
Local Standby "Phase One" I	A Phase I describes any emergency which can be handled either completely by the Airport Community, or with limited/selective outside assistance, relative to the size or magnitude of the emergency. The support services will be informed of the relevant emergency

Term	Definition
Local Standby "Phase Two" II	A Phase II describes any emergency which can be handled either completely by the Airport Community, or with limited/selective outside assistance, relative to the size or magnitude of the emergency and where either the assistance or limited assistance of all or some external participants may be required. The support services are placed on standby.
Pandemic emergency	The highest level of alert introduced by the amended International Health Regulations. It applies to a PHEIC caused by a communicable disease that meets the additional international spread, health-system, societal and coordination criteria.
Port Health Officer	A duly appointed official performing the Port Health function at a designated port of entry. At South African ports of entry, Port Health forms part of the Border Management Authority's integrated frontline border environment.
Public Health Emergency of International Concern	An extraordinary event formally determined by the WHO Director-General to constitute a public health risk to other States through international spread and potentially require a coordinated international response.
Public health event	Any occurrence that may present a serious risk to human health and may require an organised response. It may involve a communicable disease, contaminated product, chemical exposure, radiation, foodborne illness or another health hazard.
Quarantine	The restriction or separation of persons who are not ill but may have been exposed to a health risk. Quarantine shall only be directed by an authority legally empowered to impose it
Silver Commander	The person responsible for the tactical coordination and management of the emergency response. The Silver Commander develops and implements the tactical plan based on the strategic objectives established by the Gold Commander, coordinates Bronze Commanders and agency resources, and ensures effective communication and operational control throughout the incident.
Suspected case	A person who meets the case definition issued by the Department of Health, NICD, BMA Port Health or another competent authority. Airport personnel shall not develop their own medical case definitions
Warm Zone	The controlled area between the Hot Zone and Cold Zone where there may be a reduced or potential exposure to hazards. It is used for operational support activities such as casualty triage, decontamination, equipment staging and the movement of emergency personnel. Access is restricted to authorised personnel wearing the appropriate level of personal protective equipment.

1.2 ALPHABETICAL INDEX OF ROLEPLAYERS

Table 1-4: Alphabetical Index of Role Players in an Emergency

Agencies, Roles, and Responsibilities			Contact Number
A	1.	Aeronautical Rescue Coordinator Centre	TBC
	2.	Air Traffic Navigational Services	
	3.	Airline / Aircraft Operator	
	4.	Airport Management	
B	1.	Border Management Authority (BMA) of South Africa	
	2.	Border Management Authority Port Health	
C	1.	Clergy & Counsellors	
	2.	Customs / South African Revenue Services	
D	1.	Disaster Risk Management - City of Cape Town	
	2.	Disaster Risk Management - PGWC	
E	1.	Emergency Operations Centre	
	2.	Emergency Operations Centre - Director	
	3.	Emergency Holding Facilities	
F	1.	Fire & Rescue Services – Aviation	
	2.	Fire & Rescue Services – City of Cape Town	
	3.	Fire Ground Commander	
	4.	Forensic Pathology Service	
	5.	Forward Command Post	
	6.	Forward Command Post - Committee	
G	1.	Ground Handling Services	
H	1.	Hazmat Incidents & Dangerous Goods	
	2.	Department of Home Affairs (see BMA)	
	3.	Hospitals & Medical Facilities	
	4.	Human Resources Departments	
I	1.	Incident Command System	
	2.	Incident Commander	
	3.	Information Technology	
J	1.	Joint Media Centre	

Agencies, Roles and Responsibilities			Contact Number
M	1.	Maintenance & Engineering	
	2.	Maritime Rescue Coordination Centre	
	3.	Medical Coordinator	
	4.	Medical Services – Airport	
	5.	Medical Services – WCG Emergency Medical Services	
	6.	Medical Triage Officer	
	7.	Medical Transportation Officer	
	8.	Metropolitan Police & Law Enforcement	
N	1.	National Sea Rescue Institute	
R	1.	Rendezvous Points	
	2.	Rendezvous Point Personnel	
S	1.	Security Services – CWA Aviation Security	
	2.	Security Services Contract Company	
	3.	South African Civil Aviation Authority	
	4.	South African National Defence Force	
	5.	South African Police Services	
	6.	South African Search and Rescue	
	7.	State Security Agency	
T	1.	Traffic Services: City of Cape Town Traffic Service	
	2.	Traffic Services: Provincial Traffic Service	
V	1.	Vehicle Staging Area	

1.3 LIST OF EFFECTIVE PAGES

Page No.	Issue	Revision	Revision Date
Cover Pages			
CP-1	1	0	1 October 2026
CP-2	1	0	1 October 2026
Introductory Material			
0-1	1	0	1 October 2026
0-2	1	0	1 October 2026
0-3	1	0	1 October 2026
0-4	1	0	1 October 2026
0-5	1	0	1 October 2026
0-6	1	0	1 October 2026
0-7	1	0	1 October 2026
0-8	1	0	1 October 2026
Chapter 1			
1-1	1	0	1 October 2026
1-2	1	0	1 October 2026
1-3	1	0	1 October 2026
1-4	1	0	1 October 2026
1-5	1	0	1 October 2026
1-6	1	0	1 October 2026
1-7	1	0	1 October 2026
1-8	1	0	1 October 2026
1-9	1	0	1 October 2026
1-10	1	0	1 October 2026
1-11	1	0	1 October 2026
1-12	1	0	1 October 2026
1-13	1	0	1 October 2026
1-14	1	0	1 October 2026
1-15	1	0	1 October 2026
1-16	1	0	1 October 2026
1-17	1	0	1 October 2026
1-18	1	0	1 October 2026
1-19	1	0	1 October 2026
1-20	1	0	1 October 2026
1-21	1	0	1 October 2026
1-22	1	0	1 October 2026
1-23	1	0	1 October 2026
1-24	1	0	1 October 2026
1-25	1	0	1 October 2026
1-26	1	0	1 October 2026
1-27	1	0	1 October 2026
1-28	1	0	1 October 2026
1-29	1	0	1 October 2026
1-30	1	0	1 October 2026
1-31	1	0	1 October 2026
1-32	1	0	1 October 2026
1-33	1	0	1 October 2026
1-34	1	0	1 October 2026
1-35	1	0	1 October 2026
1-36	1	0	1 October 2026
1-37	1	0	1 October 2026
1-38	1	0	1 October 2026
1-39	1	0	1 October 2026
1-40	1	0	1 October 2026
Chapter 2			
2-1	1	0	1 October 2026
2-2	1	0	1 October 2026
2-3	1	0	1 October 2026
2-4	1	0	1 October 2026
2-5	1	0	1 October 2026
2-6	1	0	1 October 2026
2-7	1	0	1 October 2026
2-8	1	0	1 October 2026
2-9	1	0	1 October 2026
2-10	1	0	1 October 2026
2-11	1	0	1 October 2026
2-12	1	0	1 October 2026
2-13	1	0	1 October 2026
2-14	1	0	1 October 2026
2-15	1	0	1 October 2026
2-16	1	0	1 October 2026
2-17	1	0	1 October 2026
2-18	1	0	1 October 2026
2-19	1	0	1 October 2026
2-20	1	0	1 October 2026
2-21	1	0	1 October 2026
2-22	1	0	1 October 2026
2-23	1	0	1 October 2026
2-24	1	0	1 October 2026
2-25	1	0	1 October 2026
2-26	1	0	1 October 2026
2-27	1	0	1 October 2026
2-28	1	0	1 October 2026
2-29	1	0	1 October 2026
2-30	1	0	1 October 2026

Page No.	Issue	Revision	Revision Date
2-31	1	0	1 October 2026
2-32	1	0	1 October 2026
2-33	1	0	1 October 2026
2-34	1	0	1 October 2026
2-35	1	0	1 October 2026
2-36	1	0	1 October 2026
2-37	1	0	1 October 2026
2-38	1	0	1 October 2026
2-39	1	0	1 October 2026
2-40	1	0	1 October 2026
2-41	1	0	1 October 2026
2-42	1	0	1 October 2026
2-43	1	0	1 October 2026
2-44	1	0	1 October 2026
2-45	1	0	1 October 2026
2-46	1	0	1 October 2026
2-47	1	0	1 October 2026
2-48	1	0	1 October 2026
2-49	1	0	1 October 2026
2-50	1	0	1 October 2026
2-51	1	0	1 October 2026
2-52	1	0	1 October 2026
2-53	1	0	1 October 2026
2-54	1	0	1 October 2026
2-55	1	0	1 October 2026
2-56	1	0	1 October 2026
2-57	1	0	1 October 2026
2-58	1	0	1 October 2026
2-59	1	0	1 October 2026
2-60	1	0	1 October 2026
2-61	1	0	1 October 2026
2-62	1	0	1 October 2026
2-63	1	0	1 October 2026
2-64	1	0	1 October 2026
2-65	1	0	1 October 2026
2-66	1	0	1 October 2026
2-67	1	0	1 October 2026
2-68	1	0	1 October 2026
2-69	1	0	1 October 2026
2-70	1	0	1 October 2026
2-71	1	0	1 October 2026
2-72	1	0	1 October 2026
2-73	1	0	1 October 2026
2-74	1	0	1 October 2026
2-75	1	0	1 October 2026
2-76	1	0	1 October 2026
2-77	1	0	1 October 2026
2-78	1	0	1 October 2026
2-79	1	0	1 October 2026
2-80	1	0	1 October 2026
2-81	1	0	1 October 2026
2-82	1	0	1 October 2026
2-83	1	0	1 October 2026
2-84	1	0	1 October 2026
2-85	1	0	1 October 2026
2-86	1	0	1 October 2026
2-87	1	0	1 October 2026
2-88	1	0	1 October 2026
2-89	1	0	1 October 2026
2-90	1	0	1 October 2026
2-91	1	0	1 October 2026
2-92	1	0	1 October 2026
2-93	1	0	1 October 2026
2-94	1	0	1 October 2026
2-95	1	0	1 October 2026
2-96	1	0	1 October 2026
2-97	1	0	1 October 2026
2-98	1	0	1 October 2026
2-99	1	0	1 October 2026
2-100	1	0	1 October 2026
2-101	1	0	1 October 2026
2-102	1	0	1 October 2026
2-103	1	0	1 October 2026
2-104	1	0	1 October 2026
Chapter 3			
3-1	1	0	1 October 2026
3-2	1	0	1 October 2026
3-3	1	0	1 October 2026
3-4	1	0	1 October 2026
Chapter 4			
4-1	1	0	1 October 2026
4-2	1	0	1 October 2026
4-3	1	0	1 October 2026
4-4	1	0	1 October 2026
Chapter 5			
5-1	1	0	1 October 2026
5-2	1	0	1 October 2026
5-3	1	0	1 October 2026

Page No.	Issue	Revision	Revision Date
5-4	1	0	1 October 2026
5-5	1	0	1 October 2026
5-6	1	0	1 October 2026
5-7	1	0	1 October 2026
5-8	1	0	1 October 2026
5-9	1	0	1 October 2026
5-10	1	0	1 October 2026
5-11	1	0	1 October 2026
5-12	1	0	1 October 2026
5-13	1	0	1 October 2026
5-14	1	0	1 October 2026
5-15	1	0	1 October 2026
5-16	1	0	1 October 2026
5-17	1	0	1 October 2026
5-18	1	0	1 October 2026
5-19	1	0	1 October 2026
5-20	1	0	1 October 2026
Chapter 6			
6-1	1	0	1 October 2026
6-2	1	0	1 October 2026
6-3	1	0	1 October 2026
6-4	1	0	1 October 2026
6-5	1	0	1 October 2026
6-6	1	0	1 October 2026
6-7	1	0	1 October 2026
6-8	1	0	1 October 2026
6-9	1	0	1 October 2026
6-10	1	0	1 October 2026
6-11	1	0	1 October 2026
6-12	1	0	1 October 2026
6-13	1	0	1 October 2026
6-14	1	0	1 October 2026
6-15	1	0	1 October 2026
6-16	1	0	1 October 2026
6-17	1	0	1 October 2026
6-18	1	0	1 October 2026
6-19	1	0	1 October 2026
6-20	1	0	1 October 2026
Chapter 7			
7-1	1	0	1 October 2026
7-2	1	0	1 October 2026
7-3	1	0	1 October 2026
7-4	1	0	1 October 2026
7-5	1	0	1 October 2026
7-6	1	0	1 October 2026
7-7	1	0	1 October 2026
7-8	1	0	1 October 2026
7-9	1	0	1 October 2026
7-10	1	0	1 October 2026
Appendices			
Appendix A			
APP-1	1	0	1 October 2026
APP-2	1	0	1 October 2026
APP-3	1	0	1 October 2026
APP-4	1	0	1 October 2026

1.4 RECORD OF REVISIONS

Issue	Revision	Revision Date	Comment	Manager
1	0	1 October 2026	New document	Hakeem Meyer

1.5 AIRPORT EMERGENCY RISK OVERVIEW

1.5.1 Cape Winelands Airport operates within an environment shaped by its geographic location in the Cape Town metropolitan region, variable climatic conditions, surrounding land uses, developing infrastructure and a mixture of general, commercial, cargo and other aviation activities.

1.5.2 The airport is exposed to a range of hazards, each differing in likelihood, severity and potential effect on aircraft operations, people, property, the environment and business continuity.

Table 1-5: Hazards that could affect the Airport

Aircraft-related incidents	Aircraft accidents and incidents represent the airport's most significant operational emergency risk. a) The level of risk is influenced by aircraft movements, aircraft types, training flights, passenger and cargo operations, and the airport's planned development. b) Although the probability of a major aircraft accident is relatively low, the potential consequences may include multiple casualties, aircraft damage, fire, environmental contamination and prolonged disruption to airport operations. c) Credible scenarios include aircraft accidents on or near the aerodrome, runway excursions, rejected take-offs, landing-gear failures, engine fires, aircraft collisions and emergencies involving aircraft in flight.
Weather-related hazards	Strong winds and crosswinds that may affect aircraft during take-off, landing and ground operations. a) Low cloud, fog and reduced visibility affecting flight operations and emergency response. b) Heavy rainfall that may cause localised flooding, surface-water accumulation or reduced access to parts of the aerodrome. c) High temperatures, drought conditions and strong seasonal winds that may increase the likelihood and spread of vegetation fires. d) Severe weather events that may damage infrastructure, interrupt utilities or affect the availability of supporting emergency services.
Environmental hazards	Wildlife and bird activity associated with surrounding agricultural land, open areas and natural habitats. a) Wildlife incursions that may threaten flight safety, particularly during take-off and landing. b) Vegetation and veld fires that may threaten airport infrastructure, reduce visibility or interrupt operations. c) Fuel, oil, foam or hazardous-material releases that may contaminate soil, stormwater systems or surrounding land.
Human-caused and technological hazards	a) Fuel spills affecting aprons, taxiways, aircraft parking areas or fuelling operations. b) Structural and building fires with the potential to affect terminals, hangars, offices, workshops and other critical facilities. c) Hazardous-material incidents associated with aircraft, cargo, fuel, maintenance or tenant operations. d) Vehicle accidents occurring on airside roads, aprons or public access areas. e) Failures of electrical power, water supply, communications, navigation aids or other critical infrastructure. f) Cyberattacks affecting operational, safety, security, communications or administrative systems. g) Security threats, including unauthorised access, civil disturbance, suspicious items, sabotage and unlawful interference. h) Public-health emergencies or mass-casualty incidents affecting passengers, employees, visitors or surrounding communities.

1.5.3 The combination of aviation, natural, environmental, technological and human-caused hazards demonstrates the need for the structured and coordinated emergency-management framework established through the Cape Winelands Airport EPRP.

1.5.4 The runway, taxiways, aprons and aircraft parking areas are considered the locations of greatest exposure to:

a) Aircraft accidents;
b) Fuel spills;
c) Vehicle collisions; and
d) Foreign-object debris events.

1.5.5 Landside areas, including terminal facilities, hangars, tenant premises, administrative buildings and public areas, may be more susceptible to structural fires, security incidents, utility failures and medical emergencies.

1.5.6 The agricultural, open-land and developing areas surrounding Cape Winelands Airport may complicate access to an off-airport aircraft accident, particularly where an incident occurs beyond established roads or in areas with restricted vehicle access.

1.5.7 Smoke, fog, strong winds and heavy rainfall may further affect visibility, access and emergency-response activities. Coordination with landowners and the relevant municipal and provincial authorities may therefore be required.

1.5.8 Critical airport facilities requiring special consideration during an emergency include the terminal and operational buildings, air traffic services facilities, fuel-storage and fuelling installations, electrical power supplies, water and utility systems, communications infrastructure, access-control points and the Aerodrome Rescue and Firefighting Services facilities.

1.5.9 Protection and timely restoration of these facilities are essential for maintaining or recovering safe airport operations.

1.5.10 Hospitals, emergency medical services and healthcare facilities within Cape Town and the wider Western Cape are important components of the airport's arrangements for managing casualties.

1.5.11 During a major aviation emergency, available medical resources and hospital capacity must be coordinated through Provincial Government Emergency Medical Services and disaster management structures.

1.5.12 The airport assesses its emergency preparedness, response capability and operational limitations against the hazards identified for the aerodrome. This process includes formal risk assessments, Safety Management System analysis, emergency exercises, infrastructure and resource assessments, operational reviews, consultation with participating agencies and evaluation of incidents, exercises and available historical information.

1.5.13 Cape Winelands Airport also evaluates the capability of its Aerodrome Rescue and Firefighting Services, including the required rescue and firefighting category, response times, staffing, training, extinguishing media, vehicles, rescue equipment and operational readiness, to ensure compliance with applicable South African Civil Aviation Regulations and SACAA requirements.

1.5.14 To reduce the likelihood and consequences of emergencies, Cape Winelands Airport applies the following measures:

a) Compliance with applicable regulatory requirements;
b) Maintenance of critical infrastructure and emergency equipment;
c) Emergency planning, testing and periodic review;
d) Regular emergency exercises and drills;
e) Fire-safety inspections and preventive measures;
f) Wildlife-hazard management;
g) Vegetation and veld-fire risk control;
h) Training and competency assessment of personnel;
i) Coordination with external emergency services and supporting agencies;
j) Continuous monitoring and assessment of operational risks;
k) Implementation of appropriate incident-response arrangements; and
l) Recovery and business-continuity planning.

1.5.15 Together, these measures support the airport's strategic objectives of safeguarding life, protecting property and the environment, maintaining regulatory compliance, preserving operational continuity and achieving an effective recovery following an emergency.

1.6 CONCEPT OF OPERATIONS

1.6.1 Definition

1.6.1.1 The Concept of Operations describes how Cape Winelands Airport, as a developing airport within Cape Town, South Africa, will activate, coordinate, manage and sustain its response to an emergency.

1.6.1.2 It provides airport departments, emergency services, mutual-aid agencies, government authorities, tenants, aircraft operators and other supporting organisations with a common understanding of the sequence, priorities and scope of actions required to achieve a safe, structured and timely response.

1.6.2 Overall Operational Approach

1.6.2.1 Cape Winelands Airport's emergency management arrangements are based on rapid notification, scalable activation, effective command and control, and coordinated multi-agency response.

1.6.2.2 When an emergency is reported, Air Traffic Control (ATC), Airport Operations, Aerodrome Rescue and Firefighting Services (ARFFS), or another authorised airport representative will initiate the applicable notification and response procedures. The EPRP will be activated according to the nature, location and severity of the emergency.

1.6.2.3 The response may involve ARFFS, Airport Operations, ATC, security services, emergency medical services, the South African Police Service, the City of Cape Town's emergency services, provincial authorities, aircraft operators and other supporting agencies. These organisations will operate within an established incident command structure to ensure that all activities contribute to the following priorities:

Figure 1-1: Priorities of the EPRP



1.6.3 Methodology for Implementing the EPRP

1.6.3.1 Cape Winelands Airport applies a structured methodology to translate the objectives of the EPRP into coordinated operational actions.

1.6.3.2 The process begins with incident recognition and initial notification. Information may be received from ATC, pilots, aircraft operators, airport employees, tenants, emergency services, members of the public or automated detection and alarm systems.

1.6.3.3 The available information will be verified as far as reasonably practicable, without delaying the dispatch of emergency resources. The incident will then be classified, and an appropriate level of response will be activated.

1.6.3.4 Following activation:

a) The incident command structure will be established;
b) Emergency services and supporting agencies will be notified;
c) The Incident Commander will determine immediate operational objectives;
d) Hot, Warm and Cold Zones will be established where required;
e) Access to the emergency area will be controlled;
f) Rescue, firefighting, medical, security and other functional activities will be coordinated;
g) Additional resources will be requested through established mutual-aid arrangements; and
i) Verified information will be communicated to the appropriate stakeholders.

1.6.3.5 Responders will use approved procedures, interoperable communication arrangements, established emergency checklists and agency-specific standard operating procedures.

1.6.3.6 Once immediate threats have been controlled, the response will transition through incident stabilisation, investigation support, recovery and business continuity. This will allow critical airport services and normal operations to be restored as soon as it is safe and practicable to do so.

1.6.4 Operational Activation Levels

Cape Winelands Airport maintains scalable emergency activation levels to ensure that the response is proportionate to the actual or anticipated risk which are:

1.6.5 Aircraft Accident

1.6.5.1 An Aircraft Accident activation will apply when an aircraft accident has occurred at, or within the defined vicinity of, Cape Winelands Airport.

1.6.5.2 The EPRP will be fully activated, and all required airport and external emergency resources will be mobilised. Rescue, firefighting, casualty management, scene security, family assistance, crisis communication, investigation support and recovery arrangements will be implemented according to the circumstances.

1.6.5.3 The strategic, tactical and operational command structures will be activated to the level required by the scale and complexity of the accident.

1.6.5.4 Activation levels may be escalated, reduced or terminated as verified information becomes available and the incident develops.

1.6.6 Direction, Control and Coordination

1.6.6.1 Cape Winelands Airport will apply a command and coordinated operational execution approach during emergencies. The command structure will be scalable and may expand according to the nature, duration and complexity of the incident. For major or complex emergencies, the following command levels may be established:

Table 1-6: Command levels

Gold Command	Provides strategic leadership, establishes overall priorities, authorises significant decisions and manages the wider organisational, governmental, community, reputational and recovery implications of the emergency.
Silver Command	Converts the strategic objectives established by Gold Command into a coordinated tactical plan. Silver Command coordinates agencies, allocates resources, manages tactical priorities and maintains a common operating picture.
Bronze Command	Directs operational activities within an assigned geographical area or functional responsibility. Bronze Commanders supervise personnel and resources and implement the tactical plan at the incident scene.

1.6.6.2 The Incident Commander will be responsible for overall command and coordination at the emergency scene until command is formally transferred. For an aircraft fire or rescue incident, the senior ARFFS officer present will initially assume incident command.

1.6.6.3 Command may subsequently be transferred in accordance with the nature of the incident, applicable legislation and agreed multi-agency arrangements.

1.6.7 Alert and Warning

1.6.7.1 Cape Winelands Airport will maintain an alert and warning system to notify airport stakeholders and supporting agencies of an actual or potential emergency.

1.6.7.2 Upon receiving an emergency notification, the designated airport control point will activate the appropriate call-out procedure using one or more of the following:

a) Aeronautical and operational radio systems;
b) Telephone and mobile communication;
c) Internal communication networks;
d) Digital notification platforms;
e) Email and messaging systems; and
f) Public-address systems, where appropriate.

1.6.7.3 The content and distribution of the alert will correspond with the emergency classification and will provide sufficient information for the appropriate agencies to respond.

1.6.7.4 ATC will maintain responsibility for relevant communications with aircraft and for implementing applicable air traffic procedures. This may include warning airborne or taxiing aircraft, restricting aircraft movements and communicating information regarding hazards affecting the manoeuvring area.

1.6.8 Continuity and Sustained Operations

1.6.8.1 Cape Winelands Airport will maintain arrangements to preserve essential functions during prolonged or complex emergencies. These arrangements will be coordinated with the airport's Business Continuity Plan, crisis-management arrangements and information technology continuity procedures.

1.6.8.2 Continuity measures may include:

a) Backup communication systems;
b) Alternative command and coordination locations;
c) Emergency and redundant power supplies;
d) Alternative water and utility arrangements;
e) Relief and replacement personnel;
f) Staff recall arrangements;
g) Mutual-aid and external-resource agreements;
h) Alternative access and evacuation routes;
i) Protection and recovery of operational information; and
j) Prioritised restoration of critical airport services.

1.6.8.3 Coordination with the City of Cape Town, the Western Cape Government, emergency medical services, law-enforcement agencies and other supporting organisations will facilitate the provision of additional personnel, firefighting resources, medical support, transport, security, fuel, equipment and supplies when required.

1.6.9 End State and Termination of Emergency Operations

1.6.9.1 The desired end state is the protection of life, effective control of all immediate hazards, stabilisation of the affected area and the safe restoration of airport operations.

1.6.9.2 Before emergency operations are terminated, the following should be achieved, where applicable:

a) Rescue and casualty management activities have been completed;
b) Fires, hazardous materials and other immediate dangers have been extinguished, contained or controlled;
c) The affected area has been made safe or placed under appropriate control;
d) Casualties have been accounted for and transferred to the relevant medical services;
e) Evidence and the accident site have been preserved for the responsible investigating authorities;
f) Critical infrastructure has been assessed;
g) Recovery and business-continuity arrangements have been activated;
h) Relevant authorities and stakeholders have been informed; and
i) A safe and controlled plan for reopening affected facilities or movement areas has been approved.

1.6.9.3 The termination or reduction of the emergency response will be authorised through the established command structure in consultation with the responsible agencies. Where an aircraft accident is subject to investigation, emergency termination will not authorise the disturbance, removal or release of the accident site unless approved by the responsible investigating authority.

1.6.9.4 Responsibility will then transition from emergency command to routine airport management, recovery coordination or the relevant investigating authority. A structured debrief, incident review and corrective-action process will be conducted to identify lessons and improve Cape Winelands Airport’s future emergency preparedness.

Figure 1-2: Concept of Operations / Coordinated Lifecycle of an Airport Emergency



1.7 AVAILABLE RESOURCES

1.7.1 Fire and Rescue Resources and Equipment

Table 1-7: Cape Winelands Airport – Aerodrome Rescue Fire Fighting Services

Cape Winelands Airport – Aerodrome Rescue Fire Fighting Services						
Vehicle Description	**Resource**	**Call Sign**	**Water Capacity (L)**	**Foam Compound (L)**	**DCP Capacity (kg)**	**Equipment**
Command vehicle		CV				As per CAT 9 equipment list
Fire truck		R1	12 500	1 500	250	
Fire truck		R2	12 500	1 500	250	
Fire truck		R3	12 500	1 500	250	
Fire truck		R4	12 500	1 500	250	

1.7.2 Rescue Equipment on Firefighting Vehicles

Table 1-8: CAT 9 Equipment List

Equipment for Rescue Operations	CAT 8-10	FAWN Equipment
Forcible entry tools		
Prying tool (Hooligan, biel type)	1	
Crowbar, 95cm	1	
Crowbar 1.65m	1	
Axe, rescue, large non wedge type	1	
Axe, small non-wedge type or aircraft type	4	
Cutter bolt 61cm	2	
Hammer 1.8kg	2	
Chisel, cold 2.5cm	2	
A suitable range of rescue/cut-in equipment including powered rescue tools		
Hydraulic/electrical (combination) portable rescue equipment	1	
Powered rescue saw with minimum 406mm dia spare blades	1	
Reciprocating/Oscillating saw	1	
A range of equipment for the delivery of firefighting agent		
Delivery hoses 30mx50m and 64mm diameter	16	
Foam branch (nozzles)	2	
Water branch (nozzles)	4	
Coupling adapters	2	
Portable fire extinguishers		
CO_2	2	
DCP	2	

Equipment for Rescue Operations	CAT 8-10	FAWN Equipment
SCBA sufficient to maintain the prolonged internal operations (one BA per firefighter)		
Breathing apparatus complete with facemask and air cylinder	Per FF	
BA spare air cylinder	Per FF	
BA spare facemask	Per FF	
Respirators (one per firefighter)		
Full faced respirators complete with filters	Per FF	
A range of ladders		
Extension ladder, rescue and suitable for critical aircraft rescue	2	
Protective clothing (one set per operational firefighter)		
Firefighting helmet, coat, over trousers (with braces), boots and gloves	Per FF	
Additional items for personal protection		
Protective goggles	2	
Flash hood (one per firefighter)	Per FF	
Surgical gloves	1 box	
Blanket, fire resisting	2	
Rope lines		
Rope line rescue 45m length	2	
Rope line general 30m length	2	
Rope line pocket 6m (one per firefighter)	Per FF	
Communication equipment		
Portable transceivers (handheld and intrinsically safe)	2	
Mobile receivers (one per vehicle)	OPV	
A range of handheld / portable lighting equipment		
Handheld flashlight (intrinsically safe)	4	
Portable lighting – spot or flood (intrinsically safe)	2	
A range of general tools		
Shovel overhaul	2	
First aid equipment		
Medical, First Aid Kit	2	
Automated External Defibrillator (AED)	2	
Oxygen Resuscitation Equipment (ORE)	2	
Miscellaneous equipment (chocks and wedges – various sizes)		
Tarpaulin / Salvage sheet (lightweight)	2	
Thermal imaging camera	1	
Rescue toolbox and contents		
Hammer, claw 0.6kg	2	
Cutters, cable 1.6cm	2	
Socket set	2	

Equipment for Rescue Operations	CAT 8-10	FAWN Equipment
Hacksaw, heavy duty complete with spare blades	2	
Screwdriver set – slotted	2	
Pliers, insulated	2	
Pliers, side cutting 20cm	2	
Pliers, slip joint – multi-grip 25cm	2	
Seatbelt / harness cutting tool	2	
Wrench, adjustable 30cm	2	
Spanners, combination 10mm-21mm	2	

1.7.3 Medical Resources and Equipment

Table 1-9: Cape Winelands Airport Emergency Medical Equipment / Ambulance

Emergency Medical Equipment / Ambulance	
Qty	**Product**
	Adult KED (1) / Infant KED (1)
	Adult traction splint
	Long splints (3) / Short splints (3)
	Floating spine board (1) / Scoop stretcher (1)
	Head blocks (2)/ headboard (1)/ head & chin straps (2)
	Spider harness (1) / T-strap (1)
	Cervical collar - small (1), medium (1), large (1)
	Road cones (6) / Barrier tape (1)
	Spare blanket (1) & spare linen (1)
	Disposable body bag
STRETCHER	
	Loading stretcher & mattress
	Zip stretcher
	Linen (1) / blanket (1)
OXYGEN THERAPY	
	Mainline secured oxygen cylinder 10L & regulator
	Oxygen flow meters
	Spare portable oxygen cylinder
STARBOARD SHELF	
	ECG + ECG paper (within) + Spare ECG paper (1)
	Electrodes (10 adult) (10 infant)
	ECG gel
	Disposable razor
	Zoll battery pack (within the carry bag)
	Suction unit
	Sharps bin
	Medical waste bin/bag

Emergency Medical Equipment / Ambulance	
Qty	**Product**
STOWAGE 1: VITALS & SPARES	
	BP cuff (Adult / child / infant/13/thigh/large adult)
	Spare stethoscope
	Pupil torch
	Glucometer
	Test sticks (corresponding chip)
	Alcohol swabs
	Lancets
	Bodack seals: mainline (1) / portable (1)
	Spare pupil torch batteries
	Spare batteries (check other monitoring equipment)
	AED (adult pads and paediatric pad)
	ECG spare battery
STOWAGE 2: AIRWAY & BREATHING	
	Adult (1)/child (1) 98% mask or 40% mask & oxygen tubing
	Adult (1) / child (1) nebulization masks & oxygen tubing
	Adult (1) / child (1) nasal cannula tubing
	Yankauer suction catheters adult / child
	Soft suction catheters FG16/ FG10 / FG5
	Set of OPTs 00 - 5
	Tongue depressors
STOWAGE 3: CIRCULATION	
	14G, 16G, 18G, 20G, 22G, 24G Cannulas
	Alcohol swabs
	Small Opsites
	Large Opsites (three-sided dressings)
	Hypodermic needles

Emergency Medical Equipment / Ambulance	
Qty	**Product**
	1ml syringe
	5ml syringe
	20ml syringe
	10 dropper admin sets
	60 dropper admin sets
	200ml saline
	1000ml ringers
	Tape
STOWAGE 4: TRAUMA / MATERNITY / BURNS	
	Maternity pack
	Space blankets
	Vomit bags
	Triangular bandage
	Linen savers
	Burnshield (small) 100 x 100mm
	Burnshield (medium) 200 x 200mm
	Burnshield (large) 600 x 400mm
	Large trauma pads

Emergency Medical Equipment / Ambulance	
Qty	**Product**
	Size 6 dressing and bandage combo 200 x 300
	Small trauma pads 100x 200mm
	Roller bandages: conforming 75mm x 4.5m
	Adhesive broad tape
OVERHEAD STOWAGE	
	N95 masks
	Activated charcoal (sealed)
	Sterile water 1000ml
	Gloves - box of (1) small, (1) medium, (1) large
MISCELLANEOUS	
	Stair chair / aircraft evacuation chair
	Patient report form book
	Declaration of death book
	Cash receipt book & Guarantee of payment book
	Airport map & diagrams
	Hard hats
	Mop / broom/ cleaning apparatus / biocide

Table 1-10: Cape Winelands Airport Medical Response Trailer

Cape Winelands Airport Medical Response Trailer			
Qty	**Product**	**Qty**	**Product**
	Light mast		Large Sharps Containers
	Drip sets of Ringers and NACL		Tripod Lights
	Adult non-re-breather oxygen mask		Road Cones
	Ambu bags		Barrier Tape
	Neonatal Resuscitation units		Spray Paint Cans (Red)
	Airways Kits		Cervical Collars
	Hard Suctions Catheters		Smoke Bombs/flares
	Green Soft Catheters		Trauma Board
	White Soft Catheters		Head Blocks
	Orange Soft Catheters		Spider Harness
	Loud Hailers		Zip Stretcher
	Burn shield Blankets 80x80		Disposable Body Bags
	Burn shield 10x10		Body Bags
	Burn shield 20x20		Nato Stretchers
	Burn shield 60x40		Torches
	Burn shield Hydro gel		Emergency Wand's for torches
	Burn shield Blankets 1.2x1.6		Rechargeable Battery Pack's and battery
	N95 Face Masks (35 in a box)		Generator 10kva and cable / lead
	Adult KED		Led Strobe light for trailer
	Paediatric KED		Inflatable Tents x Red

Cape Winelands Airport Medical Response Trailer			
Qty	**Product**	**Qty**	**Product**
	Long Kramer wire Splints		Inflatable Tents x Yellow
	Short Kramer wire Splints		Inflatable Tents x Green
	Arm Splint		Inflatable Tents x White
	Leg Splint		Examination bed
	Pelvigrip		Blankets
	Rescue Sheets		Pillows
	Patient ID Wrist Bands		Paediatric non-re-breather oxygen mask

Table 1-11: Cape Winelands Airport Immediate Life Support Kit

Cape Winelands Airport Immediate Life Support Kit			
Qty	**Product**	**Qty**	**Product**
	Tongue Depressors		Activated Charcoal Tabs
	Set of OPTs 00 - 5	**TRAUMA: SIDE ZIP POCKET**	
	Yankauer Suction Catheters Adult /Child		Multi Trauma Dressing 254 x 762 Pad
	Soft Suction Catheters Adult FG16 / Child FG10		Size 6 Dressing and Bandage Combo 200 x 300
BREATHING POUCH: BLUE			Small Trauma Pads 100x 200mm
	Bag Valve Adult & Reservoir		Roller Bandages: Conforming 75mm x4.5m
	Bag Valve Paediatric & Reservoir		Adhesive Broad Tape
	Adult Mask		MASKS: SIDE ZIP POCKET
	Child Mask		98% Mask (Adult)
	Nebulizer T Piece		Nebulizer Mask (Adult)
VITALS BAG: RED (SMALL)			Nasal Cannula (Adult)
	BP Cuff (Adult / Child / Infant)		40% Mask (Child)
	Spare Stethoscope		Nebulizer Mask (Child)
	Spare Pupil Torch		Nasal Cannula (Child)
	Glucometer	**BURNS POUCH: FRONT POCKET (BACK)**	
	Test Sticks (corresponding chip /date)		Burnshield (small) 100 x 100mm
	Alcohol Swabs		Burnshield (medium) 200 x 200mm
	Lancets		Burnshield (large) 600 x 400mm
IV BAG: RED (LARGE)		**OTHER: FRONT POCKET (FRONT FLAP)**	
	14G Cannula		Maternity Pack
	16G Cannula		Vomit Bags
	18G Cannula		Space Blankets
	20G Cannula		Triangular Bandage
	22G Cannula	**TOP POCKET**	
	24G Cannula		Portable Sharps Bin
	Alcohol Swabs		HAZMAT Bag (Red)

Cape Winelands Airport Immediate Life Support Kit			
Qty	**Product**	**Qty**	**Product**
	Small Opsites	**OXYGEN BAG**	
	Large Opsites (Three-Sided Dressings)		Portable Oxygen Cylinder & Regulator
	Hypodermic Needles (21G)		Cylinder Key /Spanner
	1ml Syringe		98% Mask (Adult)
	5ml Syringe		Nebulizer Mask (Adult)
	20ml Syringe		Nasal Cannula (Adult)
	60 Dropper Admin Sets		40% Mask (Child)
	200ml Saline		Nebulizer Mask (Child)
	Tape		Nasal Cannula (Child)
FLUIDS BAG: YELLOW		**DRUG BAG: ORANGE / INSIDE IV BAG**	
	60 Dropper Admin Sets		300mg Acetyl Salisylic Acid Tablets
	10 Dropper Admin Sets		Dextrose 50% (50ml Sealed)
	1000ml Ringers		Sterile Water 10mls
	Oral Glucose Sachets (Glucojel 25g)		Mixed B2 & IB Unit Dose Vials
	Salbutamol Resp' Solution (Bottle) 5mg/ml		Ipratropium Bromide Resp' Sol' UDV 0.5mg/ml

Table 1-12: City of Cape Town Rescue & Fire Fighting Service

Total Resources City of Cape Town Rescue & Fire Fighting Service					
Resource	**Vehicle Description**	**Water Capacity (L)**	**Foam Compound (L)**	**DCP Capacity (kg)**	**Equipment**
1 x Senior Official to EOC + Radio man					1 x response vehicle
1 x Senior Official to FCP					1 x response vehicle
Fire Fighters: Maximum Total 780	68 x Fire Engines	204 000	17 000	Only extinguishers	28 Response cars
	19 x Bush Fire Tenders	22 800		Only extinguishers	
	1 x Foam Tenders		3 000	Only extinguishers	
	26 x Water Tankers	150 000		Only extinguishers	
	Foam Pods (1000L)	204 000	20 000		

Automatic Response Plan: City of Cape Town Rescue & Fire Fighting Service					
Resource	**Vehicle Description**	**Water Capacity (L)**	**Foam Compound (L)**	**DCP Capacity (Kg)**	**Equipment**
Officers & Fire fighters: 74	11 x Fire Engines	33 000	3 000	14 DCP extinguishers	
	1 x Advanced Life Support vehicle				
	6 x Rescue / BLS vehicles				
	1 x Command vehicle				
	1 x Foam Tender		3 000		
	1 x Water Tanker	10 000			

Table 1-13: Western Cape Government Emergency Medical Services

Western Cape Government Emergency Medical Services				
Resource	**Ambulance**	**Rescue Vehicles**	**Rescue Equipment**	**Response Vehicles / other**
128	60	4		12 x Response vehicles 1 x Mobile Clinic 1 x Incident Command Vehicle

Table 1-14: City of Cape Town Disaster Management

City of Cape Town Disaster Management				
Resource	**Fire Tenders**	**Water Quantity (L)**	**Foam Quantity (L)**	**Response Vehicle / Other**
1 x Senior Official to EOC + Radio man	N/A	N/A	N/A	DRMC On-site Disaster Coordination Vehicle available, if required. Mobile Generator, Portable Lighting, Drinking Water, Mobile Field Kitchen & Water Pump trailers available from DRMC, in addition to various other CCT Departmental resources, on request
1 x Official to JMC	N/A	N/A	N/A	
1 x Official to FCP	N/A	N/A	N/A	
Have staff to administer the CCT DOC, in Goodwood, when activated	N/A	N/A	N/A	
CRMC – Volunteers & Units				
6 X fire/BLS/ILS	1 x water foam tanker	2 500	620	
4 x fire/BLS/ILS	1 x Bush Fire Tender	650		
Other DRM volunteers				

Table 1-15: WCG Forensic Pathology Service

WCG Forensic Pathology Service			
Resource	**Incident Response Vehicles**	**Collection vehicles**	**Response Vehicle/ Other**
102	1 x I.R.V Accommodates 23 blue patients	10 x collection vehicles Accommodates 4 blue patients per vehicle	

Table 1-16: South African Defence Force

South African Defence Force		
Resource	**Ambulance**	**Response Vehicle/ Other**
20 x SANDF		2 x Oryx 4 x harbour patrol boats 2 x strike craft 2 x inshore patrol craft plus, vehicles
14 x Army		
8 x SAAF		
Navy		
8 x SAMHS	4	

Table 1-17: National Sea Rescue Institute

National Sea Rescue Institute			
Station	**Contact Person**	**Station Emergency Number**	**Equipment**
West Coast Table Bay #3 Key Station – Table Bay	Not for public release	Not for public release	12m Rodman class offshore rescue vessel 6.5m RIB fast inshore rescue vessel Rapid response 4x4 D/Cab vehicle
West Coast Bakoven Station # 2	Not for public release	Not for public release	6.5m RIB fast inshore rescue vessel
West Coast Hout Bay Station # 8	Not for public release	Not for public release	10m Brede class offshore SAR Vessel 7.3m RIB fast inshore rescue vessel 4.2m GRX inflatable surf rescue vessel Rapid response 4x4 D/Cab vehicle
West Coast Kommetjie Station 26	Not for public release	Not for public release	6.5m RIB fast inshore rescue vessel 4.7m RIB surf rescue vessel Rapid response 4x4 D/Cab vehicle
Simons Town Station # 10 KEY STATION - FALSE BAY	Not for public release	Not for public release	10m Brede class offshore SAR Vessel 6.5m RIB fast inshore rescue vessel Rapid response 4x4 D/Cab vehicle
False Bay Strandfontein Station #16	Not for public release	Not for public release	5.5m RIB fast inshore rescue vessel 4.7m RIB surf rescue vessel Wave Rider jet ski surf rescue vessel Rapid response 4x4 D/Cab vehicle
False Bay Gordons Bay Station # 9			8.5m RIB fast inshore rescue vessel 4.2m GRX inflatable surf rescue vessel Rescue Runner surf rescue vessel Rapid response 4x4 D/Cab Vehicle
West Coast Melkbosstrand Station # 18			6.5m RIB fast inshore rescue vessel 4.2m GRX inflatable surf rescue vessel Rescue Runner surf rescue vessel Rapid response 4x4 D/Cab Vehicle

1.8 SCENARIOS & TYPES OF EMERGENCIES

Table 1-18: Scenarios and Types of Emergencies

On airport Emergencies	Off Airport Emergencies
Phase One Emergency	Phase One Emergency
Phase Two Emergency	Phase Two Emergency
Phase Three Emergency	Phase Three Emergency
Structural Fire	Attack on Facility or Aircraft
Special Services – Building Collapse, Flood, Earthquake	Unlawful Seizure of an Aircraft
Bomb Warning	
Attack on Facility or Aircraft	
Unlawful Seizure of an Aircraft	
Hostage taking in the building	
Vegetation Fires	
Communicable Disease	

1.9 CATEGORISATION OF PHASES

1.9.1 The most Senior ARFF Officer on duty, will grade all incidents/accidents involving aircraft, when the Alarm Notification process is initiated. These incidents/accidents will be graded into one of three categories. These categories will be known as Phases.

Table 1-19: Emergency Phases

Phase I Emergency – Airport-Managed Response	An incident or accident that can be managed effectively using Cape Winelands Airport's own personnel, equipment and resources. Limited or specialist external assistance may be requested, when necessary, but a general external emergency response is not required. This classification applies irrespective of aircraft size.
Phase II Emergency – External Support on Standby	An incident or accident that remains under the management of Cape Winelands Airport but may require assistance from selected or multiple external emergency services. External participants shall be notified and placed on standby at their respective premises or designated locations, ready to respond if the situation escalates. This classification applies irrespective of aircraft size.
Phase III Emergency – Full External Response	A major incident or accident requiring the immediate mobilisation and attendance of external emergency services at the scene. Cape Winelands Airport shall coordinate the initial airport response and support the establishment of command with the responding external agencies.

Emergency	Definition	Lead agency	Required participants
Phase I	Airport resources manage the incident		Limited assistance only, if requested
Phase II	Airport resources manage the initial incident		Notified and placed on standby
Phase III	Full emergency response activated		Mobilised to attend the scene

Emergency	Definition	Lead agency	Required participants
Structural Fire	Any uncontrolled fire affecting an airport building, hangar, terminal, fuel installation or other fixed structure, with potential danger to people, property or airport operations.	Municipal Fire and Rescue Service	ARFF for immediate intervention, COCT Fire and Rescue, Airport Management, Airport Security, SAPS, EMS and affected building representatives.
Special Services, Building Collapse, Flood or Earthquake	An event causing, or threatening to cause, structural failure, entrapment, flooding, widespread damage or disruption to essential airport services.	Municipal Disaster Management or Fire and Rescue Service	ARFF, COCT Fire and Rescue, Disaster Management, EMS, SAPS, Airport Security, Airport Management, engineering and utility services, and specialist rescue teams where required.
Bomb Warning	Any communicated or discovered threat alleging that an explosive device has been placed on an aircraft, within a building, vehicle or elsewhere on airport property.	SAPS	SAPS Bomb Disposal Unit, Airport Security, Airport Management, ARFF, EMS, affected airline or operator, ATC where aircraft operations may be affected, and other agencies directed by SAPS.
Attack on a Facility or Aircraft	An actual or attempted armed, violent or deliberate attack against an aircraft, airport facility, person or critical airport infrastructure.	SAPS	SAPS specialised units, Airport Security, Airport Management, ARFF, EMS, ATC, affected airline or operator, and relevant national security agencies.
Unlawful Seizure of an Aircraft	The actual or attempted takeover or exercise of unlawful control of an aircraft through force, threat, intimidation or another form of interference.	SAPS	SAPS specialised units and negotiators, Airport Security, Airport Management, ATC, ARFF, EMS, affected airline or aircraft operator, and relevant national security and civil aviation authorities.
Hostage-Taking in a Building	The unlawful detention of one or more persons within an airport building to compel another person, organisation or authority to perform, or refrain from performing, an action.	SAPS	SAPS specialised units and negotiators, Airport Security, Airport Management, ARFF, EMS, affected tenant or organisation, and relevant national security agencies.
Vegetation Fire	An uncontrolled fire involving grass, bush or other vegetation on or near the airport that may threaten aircraft operations, buildings, navigational equipment, visibility or surrounding property.	ARFF within airport boundaries; Municipal RFF outside airport boundaries	ARFF, Municipal Fire and Rescue where required, Airport Operations, ATC, Airport Security, Airport Management and Disaster Management for a large or spreading fire.
Communicable Disease	A suspected or confirmed infectious disease involving a passenger, crew member, employee or visitor that may present a risk of transmission and require isolation, medical assessment or public-health controls.	Competent Public Health Authority	Port Health or the designated public-health authority, EMS, Airport Management, Airport Security, affected airline or operator, ARFF when operational or medical assistance is required, and other health agencies as directed.

1.9.2 Aircraft incidents occurring beyond the 10-kilometre radius shall be assessed and graded by the most senior ARFF officer on duty, and in coordination with the City of Cape Town Fire & Rescue Services.

1.9.3 Any service receiving notification of an aircraft incident or accident, particularly one occurring outside the municipal boundaries, shall immediately notify all relevant role players and provide Cape Winelands Airport with the available information.

1.9.4 Each responding service shall assess the information received and determine the appropriate action in accordance with its internal SOPs and emergency response plans.

1.10 IMPORTANT LOCATIONS

Table 1-20: Location of Emergency Centres

Emergency Centre / Point	Location	Purpose
Emergency Operations Centre	TBC	Airport Central control of emergency response activities
Forward Command Post	TBC	On site control of emergency
Negotiation Operational Centre	TBC	For negotiations of a hijack or hostage situation
Airline Local Information Centre	TBC	Airline coordination
Family and Friends Assistance Centre	TBC	Care and welfare of the passenger's friends and family
Walking Wounded Centre	TBC	Care and welfare of lightly injured passengers
Reconciliation Area	TBC	Reconciliation of friends and family with Passengers
Crew Holding Area	TBC	To safely house and secure crews involved in the incident
Media Centre	TBC	First-hand information and regular updates
Reporting point for general public	TBC	Information for public
City of Cape Town – Disaster Operations Centre	TBC	Undertakes overall Disaster Risk Management functions for the CCT and provides support to the other Centres (indicated above)

1.11 CONTACT DETAILS

Table 1-21: Emergency Contact Details

Index:	No:	Role Player/Duties/Functions:	Telephone Number:
A	**1**	**Airport Management**	
	1.	Airport General Manager	TBC
	2.	Assistant General Manager Operations Services	
	3.	Assistant General Manager Client & Passenger Services	
	4.	Account Manager Airfield Services Manager	
	5.	Senior Manager Finance Operations	
	6.	Senior Manager Human Resources	
	7.	Landside Manager	
	8.	Property Manager	
	9.	Retail Manager	
	10.	Manager Aviation Safety Compliance	
	11.	Manager Occupational Health & Safety Compliance	
	12.	Senior Manager Security Services	
	13.	Senior Manager RSA.AERO	
	14.	Manager Operations Coordination	
	15.	AMC Manager	
A	**2**	**Airport Operations Department**	
	1.	Airport Management Centre (AMC)	
	2.	Duty Managers	
	3.	Help Desk	
	4.	IMC	
	5.	Maintenance & Engineering	
	6.	Apron Office	
	7.	Manager Aviation Security	
	8.	Manage Public Safety & Security	
A	**3**	**AERODROME RESCUE FIRE FIGHTING SERVICES**	
	1.	Assistant Manager Aerodrome Emergency Management Services	
	2.	Aerodrome Rescue & Fire Fighting Services Watchroom	
	3.	Aerodrome Rescue & Fire Fighting Services Fire Chief	
A	**4**	**AIRLINES**	
	1.		
	2.		
	3.		
	4.		
	5.		
	6.		

Index:	No:	Role Player/Duties/Functions:	Telephone Number:
		GENERAL AVIATION	
	7.		
	8.		
	9.		
	10.		
	11.		
	12.		
	13.		
	14.		
	15.		
	16.		
A	**5**	**AIR TRAFFIC AND NAVIGATIONAL SERVICES – ATC**	
	1.	Air Traffic Control	
	2.	Air Traffic Navigation Services Manager 1	
	3.	Air Traffic Navigation Services Manager 2	
	4.	Air Traffic Navigation Services Manager 3	
B	**1**	**BORDER CONTROL**	
	1.	Border Management Authority (BMA) Government Organisations – Foreign Embassies	
C	**1**	**CLERGY**	
	1.		
C	**2**	**COUNSELLORS**	
	1.	Post-Traumatic Stress Counsellors	
	2.	Post-Traumatic Stress Counsellors (additional - requested via the CCT Disaster Risk Management Centre	
D	**1**	**DISASTER MANAGEMENT**	
	1.	Disaster Operations Centre (DOC) – CCT	
	2.	Disaster Risk Management Centre – CCT (or via the 107 Public Emergency Communications Centre)	
E	**1.**	**EMBASSIES & CONSULATES**	
	1.	Belgium	
	2.	China	
	3.	France	
	4.	Germany	
	5.	India	
	6.	Ireland	
	7.	Israel	
	8.	Japan	
	9.	Malaysia	

Index:	No:	Role Player/Duties/Functions:	Telephone Number:
	10.	Netherlands	
	11.	Norway	
	12.	Portugal	
	13.	Russia	
	14.	Spain	
	15.	Sweden	
	16.	United States of America	
E	**2.**	**EMERGENCY CONTROL CENTRE**	
	1.	Emergency Medical Services (PG: WC)	
F	**1**	**FIRE & RESCUE SERVICES – City Of Cape Town**	
	1.	CCT Fire Command & Control Centre	
	2.	Bellville fire station	
	3.	Malmesbury fire station	
	4.	Stellenbosch fire station	
	5.	Paarl fire station	
	6.	Belhar fire station	
	7.	Epping fire station	
	8.	Goodwood fire station	
	9.	Gugulethu fire station	
	10.	Khayelitsha fire station	
	11.	Lansdowne fire station	
	12.	Mfuleni fire station	
	13.	Mitchell's Plain fire station	
G	**1**	**GOVERNMENTAL DEPARTMENTS**	
	1.	Department of Water Affairs & Forestry Department of Environmental Affairs & Tourism Department of Health - Air Pollution Control	
	2.	Department of Health: Port Health (BMA)	
H	**1**	**HOSPITALS**	
	1.	Durbanville Medi Clinic	
	2.	Cape gate Medi Clinic	
35 km	3.	Groote Schuur Hospital	
	4.	Karl Bremer Hospital	
	5.	Michells Plain Medical	
20km	6.	N1 City Hospital	
	7.	Redcross Hospital	
30km	8.	Tygerberg Hospital	

Index:	No:	Role Player/Duties/Functions:	Telephone Number:
30km 26km	9.	Vincent Pallotti Hospital	
	10.	Eerste River Provincial Hospital	
	11.	Louis Leipoldt Private Hospital	
	12.	Kuils River Private Hospital	
H	**2**	**HARBOUR**	
	1.	Master – Port Captain	
I	**1**	**IMMIGRATION (Border Management Authority)**	
	1.	Immigration (BMA)	
M	**1**	**MEDICAL SERVICES**	
	1.	Port Health (BMA)	
	2.	Port Health – Communicable Diseases	
	3.	Provincial Government: Western Cape – Emergency Medical Services	
	4.	PGWC: Forensic Pathology Services	
	5.	METRO-EMS (Provincial EMS)	
N	**1**	**NATIONAL SEA RESCUE INSTITUTE**	
	1.	National Sea Rescue Institute	
R	**1**	**RENDEZVOUS POINT**	**Tetra Radio**
	1.		
S	**1**	**SECURITY**	
	1.	CWA Security	
	2.	State Security Agency	
S	**2**	**SOUTH AFRICAN CIVIL AVIATION AUTHORITY (SACAA)**	
	1.	South African Civil Aviation Authority Incident Accident Investigators	
	2.	South African Civil Aviation Authority	
S	**3**	**SOUTH AFRICAN NATIONAL DEFENCE FORCE**	
S	**4**	**SOUTH AFRICAN REVENUE SERVICE**	
	1.	South African Revenue Services: Customs	
S	**5**	**SOUTH AFRICAN POLICE SERVICES**	
	1.	ALL COVERED BY PROVINCIAL COMMAND CENTRE	
	2.	Air Wing	
	3.	Public Order Police (POP)	
	4.	Community Service Centre Durbanville	
	5.	Community Service Centre Kraaifontein	
	6.	Community Service Centre Brackenfell	
	7.	Community Service Centre Philadelphia	
	8.	Community Service Centre Malmesbury	

Index:	No:	Role Player/Duties/Functions:	Telephone Number:
	9.	Bomb Squad	
	10.	Community Service Centre Belhar	
	11.	Community Service Centre Bellville	
	12.	Community Service Centre Bellville South	
	13.	Community Service Centre Delft	
	14.	Community Service Centre Goodwood	
	15.	Crime Information Analysis Centre	
	16.	Crime Investigation Gathering	
	17.	Dog Unit	
	18.	Flying squad	
	19.	Hostage Negotiation Unit	
	20.	Local Crime Record Centre	
	21.	Media Liaison Centre	
	22.	Organized Crime DPCI	
	23.	POLICE (SAPS) Community Service Centre Airport	
	24.	SAPS Liaison Person	
	25.	Task Force	
	26.	VIP –In-Transit	
T	**1**	**TRAFFIC SERVICES**	
	1.	Provincial Government: Traffic Services	
	2.	Metro Police Department & Traffic Services - CCT	

1.12 CAPE WINELANDS EMERGENCY CALLOUT PROCEDURE

TO BE INSERTED

CHAPTER 2
ROLE PLAYERS IN AN EMERGENCY

THIS PAGE IS LEFT BLANK INTENTIONALLY

2. ROLE PLAYERS IN AN EMERGENCY

A.1 AERONAUTICAL RESCUE COORDINATION CENTRE (ARCC)

Role	The ARCC is responsible for coordinating the aeronautical search and rescue response within its assigned search and rescue region. It collects and evaluates information, determines the appropriate emergency phase and coordinates the resources required to locate and assist an aircraft and its occupants.
	The ARCC does not replace the Cape Winelands Airport Incident Commander at a known accident site. It coordinates the broader search and rescue mission while site-based rescue, firefighting, medical and security operations remain under the established incident command structure.
Responsibilities	a) Receive and assess notifications concerning an aircraft that is uncertain, overdue, missing or in distress. b) Obtain and verify relevant information from Air Traffic Services, the aircraft operator, Cape Winelands Airport and other available sources. c) Declare or manage the appropriate search and rescue emergency phase in accordance with established procedures. d) Initiate search and rescue action without unnecessary delay when available information indicates that an aircraft or its occupants may require assistance. e) Define the probable search area and prepare or approve an appropriate search action plan. f) Activate and coordinate suitable search and rescue units, including aircraft, emergency services and specialist or voluntary resources. g) Establish reliable communications with participating units and assign appropriate search and rescue frequencies or communication arrangements. h) Coordinate with the Cape Winelands Airport Incident Command Post when the search area includes or is near the airport. i) Coordinate with adjoining rescue coordination centres when the location is close to a search and rescue boundary or the operation may extend into another region. j) Keep relevant authorities, participating agencies and interested parties informed of the mission's progress. k) Maintain a complete operational log of notifications, decisions, deployments, communications and search results. l) Continue monitoring the mission until survivors have been rescued, all reasonable search action has been completed, or further assistance is no longer required. m) Formally suspend, terminate or transfer the search and rescue mission in accordance with the applicable authority and procedures.

A.2 AIR TRAFFIC AND NAVIGATIONAL SERVICES

Role	To provide information to the aviation industry in order to enhance safety
	To provide information to ARFFS regarding aviation-related emergencies
Responsibilities	a) Receive information about potential disasters from: b) Aircraft in distress (aircraft that needs fire and rescue assistance) c) Telephonically supplied information by observers, or by observing incident or accident taking place.
In the event of an Emergency	Sound crash alarm, or if time permits, convey the information below by: a) Hotline telephone or (**TBC**) b) Radio contact channel (**TBC**)

Information to be provided	
Emergencies involving aircraft on and off airport	a) Aircraft type b) Airline involved c) Flight number d) Extend and type of problem e) Fuel on board f) Number of passengers and crew if available g) Expected time of arrival h) Runway that will be used i) Grid reference if applicable j) Any other important information relating to the incident
Emergencies on airport infrastructure (ie. not involving aircraft)	a) Obtain and communicate the nature and extent of the incident. b) Confirm the exact location of the incident, including: Runway or taxiway; Apron or aircraft parking area; Terminal building or other airport structure; or Off-airport location, using an accurate grid reference or GPS coordinates. c) Maintain continuous radio contact with ARFFS on the designated emergency radio channel (**TBC**) and provide updates on all developments concerning the aircraft in distress. d) Give ARFFS vehicles priority clearance to proceed to the appropriate standby position or incident location. e) Where required, facilitate communication between ARFFS vehicles through ATC regarding the status and development of the emergency. f) Provide radio guidance to airport vehicles escorting external emergency and supporting services to the required location. g) Inform aircraft operating within the vicinity of the airport of any relevant hazards, restrictions or operational changes and, where necessary, divert aircraft to suitable alternate aerodromes. h) Maintain effective air traffic services for as long as it remains safe and practicable to do so. i) If the airport or runway is closed as a result of the accident, divert all affected air traffic to suitable alternate aerodromes. j) Initiate the required aeronautical information process, including the issuing of a NOTAM where necessary. k) Notify the South African Civil Aviation Authority in accordance with the applicable incident and accident reporting requirements. l) Be prepared to provide ARFFS with clearance to enter or proceed along the runway and approach the aircraft. m) Obtain and retain the official meteorological report applicable to the time and location of the accident.

	n) Ensure that all relevant emergency, runway and airport operational information is included in the Automatic Terminal Information Service (ATIS) broadcast, where applicable. o) Secure and preserve all relevant radiotelephony recordings, voice communication records and associated ATC records. p) Perform any additional emergency functions assigned in the EPRP or formally agreed upon with Cape Winelands Airport management.

Acts of Unlawful Interference, Bomb Threat, Hijack	Not available for public release

Weather Standby	In the event of low visibility, or when weather conditions deteriorate to the extent that aircraft movements may be endangered, the Air Traffic Controller shall: a) Assess the prevailing visibility and operational conditions. b) Implement the applicable Low-Visibility Procedures (LVP), where required. c) Notify ARFFS, Airport Operations and other relevant stakeholders of the deteriorating conditions. d) Inform aircraft of the prevailing weather, visibility, runway conditions and known hazards. e) Apply appropriate restrictions to aircraft and vehicle movements on the manoeuvring area. f) Increase separation between aircraft and vehicles where operationally necessary. g) Restrict or suspend non-essential airside vehicle movements. h) Ensure that all vehicles operating in the manoeuvring area maintain continuous two-way radio communication with ATC. i) Confirm the operational status of runway, taxiway and approach lighting systems. j) Coordinate runway inspections and report any contamination, standing water, debris or other hazards. k) Ensure that relevant information is included in the ATIS broadcast and that a NOTAM is initiated where required. l) Suspend aircraft movements or close the affected movement area when safe operations can no longer be maintained. m) Maintain the applicable restrictions until conditions improve and normal operations can safely resume.

Notify the fire station watch room officer on the hotline or by telephone

No.	Institution	Telephone	Cell
02	ATNS manager 1 (Manager: Air Traffic Services)	NFPR	NFPR
03	ATNS Manager 2 (Pool Manager: Twr/App)	NFPR	NFPR
04	ATNS Manager 3 (Pool Manager: Acc, Acting)	NFPR	NFPR
05	ATNS senior Manager: Operations	NFPR	NFPR

A.3 AIRLINES / AIRCRAFT OPERATOR

Role	Coordinate all activities relating to the airline involved in the emergency Support the operational requirements of the Airline Assistance Centre and other designated emergency facilities
Responsibilities	a) Dispatch airline personnel and authorised representatives to the designated holding and assistance areas. b) Arrange suitable buses and other transport required by the affected airline. c) Activate appropriately qualified trauma counsellors and clergy or other spiritual-care representatives. d) Identify the nationalities of passengers and crew from the official passenger and crew information. e) Coordinate notification and support arrangements with the relevant foreign embassies or consular services. f) Notify the appropriate embassy or consulate of affected foreign nationals in accordance with approved notification procedures. g) Assist the designated embassy or consular liaison centre in managing official enquiries. h) Activate the Society for the Prevention of Cruelty to Animals (SPCA) when animals are involved or may require care. i) Provide affected passengers, staff and authorised support personnel with appropriate refreshments, clothing, transport and other essential amenities. j) Activate suitably qualified interpreters to assist foreign-language passengers, crew members and their families. k) Provide affected passengers and crew with essential support, including: Telephone and communication facilities; Clothing and personal necessities; Additional medical assistance, where required; Transport; and Catering and refreshments. l) Dispatch airline representatives from the Forward Command Post (FCP) or Emergency Operations Centre (EOC) to hospitals receiving injured passengers or crew. m) Activate the airline's Local Incident Control Centre (LIC), where applicable. n) Establish and maintain passenger and crew accountability and tracking using verified information from the following sources: Injured persons, receiving hospitals and emergency medical services; Uninjured persons, the designated Walking Wounded Area; Deceased persons, the Forensic Pathology Service or other authorised medico-legal authority; and Passenger and crew information, the airline's official passenger manifest and crew list. o) Regularly reconcile all casualty and survivor information and provide verified updates to the EOC and LIC.
Aircraft recovery and wreckage management	a) Arrange for the timely removal of a wrecked or disabled aircraft once authorised by the South African Civil Aviation Authority, the accident investigation authority or other appropriate authority. b) Ensure that no aircraft, wreckage, component, document or evidence is disturbed or removed before the required authorisation has been obtained. c) Identify the approved aircraft wreckage storage site or hangar and communicate its location to the EOC and FCP. d) Deploy airline security personnel to protect the accident site, recovered aircraft and wreckage storage facility, in coordination with the police and airport security.

Ground support equipment	a) Provide the required airline ground-support equipment, including: Passenger steps; Pushback tugs; Baggage and cargo-handling equipment; Passenger buses; Wheelchairs and mobility-assistance equipment; and Any other specialised equipment required for the response. b) Position the equipment at the designated emergency equipment holding area: [location to be confirmed]. c) Ensure that all equipment remains on standby until requested by the Incident Commander, Airport Operations or EOC.
Airline Assistance Facilities	a) Provide sufficient airline personnel to staff all assistance facilities activated under the Cape Winelands Airport EPRP , including: ✓ Family and Friends Assistance Centre [location to be confirmed]; ✓ Walking Wounded Area [location to be confirmed]; ✓ Reconciliation Centre [location to be confirmed]; ✓ Crew Holding Area [location to be confirmed]; ✓ Emergency Operations Centre; ✓ Media Centre; and ✓ Any additional facility activated for the emergency. b) Cape Winelands Airport shall provide adequate seating and basic facility support for each activated assistance area. c) The senior airline representative or the airline's emergency response "Go-Team" shall manage and staff the Airline Assistance Centre. d) Screen persons entering the assistance facilities to confirm their identity, relationship to affected passengers or crew, and the appropriate area to which they must be directed. e) Manage the Family and Friends Assistance Centre in accordance with the airline's approved emergency response procedures. f) Implement appropriate arrangements to protect passengers, crew members, survivors, families and friends from unauthorised media contact or harassment.
Administration and Passenger Support	a) Manage all airline-related administrative activities within the activated assistance facilities, including: ✓ Passenger Information Forms; ✓ Passenger Enquiry Forms; ✓ Passenger and crew manifests; ✓ Survivor and casualty tracking records; ✓ Family and friends enquiries; ✓ Travel and accommodation arrangements; and ✓ Approved airline media statements. b) Manage patient, passenger and crew tracking within the Walking Wounded Area and Family and Friends Assistance Centre through the LIC or other designated airline coordination function. c) Continue supporting affected persons until appropriate travel, accommodation, medical, welfare and family-assistance arrangements have been completed. d) Coordinate any required interviews by the South African Police Service or other authorised law-enforcement agencies before passengers or crew leave the designated assistance facility. e) Coordinate the controlled reconciliation and reunification of survivors with their verified relatives or friends. f) Ensure that personal and casualty information is treated as confidential and released only through authorised channels. g) Secure the required airline records and documents and, subject to approval from the airline's corporate office, deliver the copies to the Emergency Operations Centre (EOC).

Administration and Passenger Support

Outbound Flights		**Inbound Flights**	
Quantity of copies	**Name of document**	**Quantity of copies**	**Name of document**
2	Load Sheet	2	Passenger Disembarking List
2	Special Load Notification	6	LDM
2	General Declaration	2	Cargo Manifest
4	Passenger Manifest		
2	Cargo And Mail Manifests		
2	Weather Forecast Folder		
2	Fuel Flight Plan		
2	Fuel Sheet		
2	Ats Flight Plan		
2	Flight Logs		

A.4 AIRPORT MANAGEMENT

Role	Ensure compliance with applicable South African Civil Aviation Regulations and relevant ICAO Standards and Recommended Practices within the aerodrome's area of responsibility.
	Coordinate Cape Winelands Airport's support during an aircraft accident occurring on the aerodrome or within a radius of 10 kilometres from the aerodrome.
	Ensure that any off-airport response is coordinated with the authority having jurisdiction, including the City of Cape Town and the Western Cape Provincial Disaster Management Centre.
Responsibilities	a) Facilitate and support the Forward Command Post (FCP) during an aerodrome emergency. b) Support the authority having jurisdiction during an aircraft accident within 10 kilometres of the aerodrome. c) Provide the personnel, equipment, facilities and other resources necessary to achieve the established emergency objectives. d) Coordinate the activation and deployment of relevant Cape Winelands Airport departments and support teams. e) Maintain communication with the Emergency Operations Centre (EOC), FCP and responding agencies.

Phase I — Airport-Managed Response	a) Receive and record information concerning the aircraft in distress from ARFFS, ATC or another authorised source. b) Monitor the situation and remain prepared to provide additional resources. c) Maintain communication with ARFFS, ATC and Airport Operations. d) If the situation deteriorates or an accident becomes imminent, immediately initiate the applicable Phase III actions.
Phase II — External Support on Standby	a) Receive and record information concerning the aircraft in distress from ARFFS or ATC. b) Notify the relevant airport departments and place identified external emergency services on standby. c) Monitor developments and maintain communication with ARFFS, ATC and Airport Operations. d) Prepare the EOC and other emergency facilities for possible activation. e) If the emergency escalates to Phase III, immediately implement the applicable on-airport or off-airport Phase III actions.
Phase III — On-Airport Emergency	a) Obtain and record the following information, where available: i) Aircraft type and registration; ii) Nature and extent of the emergency; iii) Estimated fuel remaining on board; iv) Dangerous goods or other special hazards on board; v) Number of passengers and crew; vi) Estimated time of arrival; vii) Runway expected to be used; viii) Incident location or grid reference, where applicable; and ix) Emergency authentication code or password, where applicable. b) Activate the Emergency Operations Centre. c) Ensure that the airport is appropriately represented in the EOC. d) Appoint or confirm the airport representative responsible for coordinating activities in the EOC. e) Provide the personnel, communication systems, equipment and administrative support required by the EOC.

	f) Activate the relevant departmental emergency teams, as required, including: i) Terminal Services; ii) Airfield Operations; iii) Landside Operations; iv) Safety, Health and Environment; v) Human Resources; vi) Finance; vii) Information Technology and Telecommunications; viii) Maintenance and Engineering; ix) Projects; x) Property and Retail; xi) Commercial and Advertising; xii) Service Standards or Customer Services; xiii) Communications and Public Information; and xiv) Airport Security. g) Deploy airport personnel and resources in accordance with the instructions of the EOC and Incident Commander. h) Notify and maintain communication with all affected airport stakeholders. i) Coordinate stakeholder support for affected passengers, families and emergency personnel, including: i) Food and refreshments; ii) Essential retail supplies; iii) Clothing and personal necessities; iv) Transport; and v) Car-rental or alternative travel services. j) Provide passengers and airport users with timely, accurate and approved information. k) Ensure that information released to passengers, families, the public and media is coordinated through the authorised public-information function. l) Notify and activate Cape Winelands Airport's insurance provider, where required. m) Notify and activate Cape Winelands Airport's appointed legal representatives, where required. n) Preserve all relevant records, logs, recordings, documents and other potential evidence. o) Prepare for any statutory investigation, internal review, inquiry or other formal post-incident process.
Phase III — Off-Airport Emergency Within 10 Kilometres	a) Obtain and record the following information, where available: i) Aircraft type and registration; ii) Nature and extent of the emergency; iii) Estimated fuel remaining on board; iv) Dangerous goods or other special hazards on board; v) Number of passengers and crew; vi) Estimated time of arrival; vii) Runway expected to be used or last known flight path; viii) Exact accident location, grid reference or GPS coordinates; and ix) Emergency authentication code or password, where applicable. b) Activate the Emergency Operations Centre. c) Ensure that Cape Winelands Airport is appropriately represented in the EOC. d) Where requested and practicable, send an authorised airport representative to: i) The City of Cape Town Disaster Operations Centre; and/or ii) The Western Cape Provincial Disaster Management Centre.

	e) Establish communication between the airport EOC and the emergency coordination centre of the authority having jurisdiction. f) Provide additional personnel, communication systems and administrative resources required within the EOC. g) Confirm the deployment of ARFFS vehicles and personnel in accordance with the EPRP , operational capability and instructions of the authority having jurisdiction. h) Ensure that airport management and relevant departmental managers are activated. i) Activate the relevant departmental emergency teams, including: i) Terminal Services; ii) Airfield Operations; iii) Landside Operations; iv) Safety, Health and Environment; v) Human Resources; vi) Finance; vii) Information Technology and Telecommunications; viii) Maintenance and Engineering; ix) Property and Retail; x) Communications and Public Information; and xi) Airport Security. j) Deploy resources necessary to maintain airport operations and support the off-airport response. k) Notify and maintain communication with affected airport stakeholders. l) Coordinate stakeholder support, where required, including: i) Food and refreshments; ii) Essential retail supplies; iii) Clothing and personal necessities; iv) Transport; and v) Car-rental or alternative travel services. m) Communicate relevant and approved information to passengers and airport users. n) Notify and activate Cape Winelands Airport's insurance provider, where required. o) Notify and activate Cape Winelands Airport's appointed legal representatives, where required. p) Preserve all relevant airport records and prepare for any statutory investigation, internal review, inquiry or formal post-incident process.

RSA.AERO — Airport Authority	a) RSA.AERO, as the Airport Authority, is responsible for the management and operation of Cape Winelands Airport. b) The Airport Manager is responsible for the airport's overall management and is supported by the relevant Heads of Department and operational personnel. c) In the Airport Manager's absence, the formally designated alternate shall assume the role and associated responsibilities. d) The Heads of Department shall support the Airport Manager in executing the emergency-management functions assigned under the EPRP . e) All Cape Winelands Airport personnel may be required to support an incident or accident that results in activation of the EPRP . f) The level and nature of each employee's involvement shall be determined by: i) The emergency phase; ii) The type and scale of the incident; iii) The person's assigned role; iv) Operational requirements; and v) The instructions of the relevant manager or emergency command structure.

	g) Off-duty personnel may be recalled during a major emergency to provide additional staffing and specialist support. h) The call-out of essential personnel shall form part of the airport's emergency alarm and notification procedures. i) RSA.AERO shall establish, approve, promulgate, implement and maintain the Cape Winelands Airport EPRP. j) RSA.AERO shall designate suitably authorised persons to coordinate the airport's functions at: i) The Emergency Operations Centre; and ii) The Forward Command Post. k) The Incident Commander at the scene shall exercise operational command in accordance with the established incident command arrangements and the authority having jurisdiction. l) RSA.AERO shall coordinate the participation of airport departments and stakeholders and support coordination with responding external agencies. m) All emergency contact details used for alarm notification and call-out purposes shall: i) Be kept current; ii) Be verified at predetermined intervals; iii) Be updated whenever organisational details change; and iv) Be distributed to relevant departments and participating agencies. n) RSA.AERO shall identify and designate the required emergency facilities and holding areas, including: i) Emergency Operations Centre; ii) Forward Command Post; iii) Emergency-service rendezvous points; iv) Staging and holding areas; v) Survivor reception areas; vi) Walking Wounded Area; vii) Family and Friends Assistance Centre; viii) Crew Holding Area; ix) Media Centre; and x) Temporary mortuary or fatality-management area, where applicable. o) RSA.AERO shall ensure that a functional EOC can be activated at any time during airport operations. p) Emergency facilities shall be appropriately equipped, accessible, identifiable and maintained in a state of operational readiness. q) The availability and functionality of the EOC, communication systems, emergency facilities and holding areas shall be regularly tested through inspections, drills and emergency exercises.

B.1 BORDER MANAGEMENT AUTHORITY (BMA) OF SOUTH AFRICA

Role	Coordinate border-control activities arising from an airport emergency involving international passengers or crew.
	Facilitate the lawful and controlled movement of affected passengers, crew members, emergency personnel and authorised foreign representatives through the designated port-of-entry processes.
	Support the identification, nationality verification and immigration processing of foreign nationals involved in the emergency.
	Liaise with the Department of International Relations and Cooperation (DIRCO) regarding foreign embassies, consulates and consular support.
	Support Cape Winelands Airport, the affected airline and relevant government agencies during Phase II and Phase III emergencies.
Responsibilities	a) Activate the appropriate Border Management Authority personnel when notified of an emergency involving an international aircraft, foreign nationals or cross-border considerations. b) Report to, or provide an authorised representative at, the Airport Emergency Operations Centre (EOC). c) Establish and maintain communication with: i) The EOC; ii) The affected airline's Local Incident Centre; iii) South African Police Service; iv) DIRCO; v) Relevant health and emergency authorities; and vi) Other border-law-enforcement agencies, where applicable. d) Obtain the official passenger and crew manifests from the affected airline through the authorised coordination process. e) Assist in identifying the nationalities, travel-document status and immigration status of passengers and crew. f) Facilitate immigration and border-control arrangements for: i) Uninjured passengers; ii) Injured persons transported to hospitals; iii) Deceased foreign nationals; iv) Diverted or repatriated passengers; v) Airline emergency-response personnel; vi) Foreign consular representatives; and vii) International investigation or specialist teams. g) Establish an emergency border processing point or deploy mobile processing capability where normal passenger processing facilities cannot be used. h) Ensure that border control procedures do not unnecessarily delay urgent medical treatment, rescue activities or the movement of emergency personnel. i) Protect passenger and crew information and release it only to authorised agencies and representatives. j) Refer verified information concerning affected foreign nationals to DIRCO through approved channels. k) Coordinate access arrangements for accredited embassy and consular representatives attending the airport. l) Where required, provide appropriately staffed support at the designated government or foreign-consular liaison desk.

	m) Direct embassy and consular enquiries to DIRCO and assist with border-related matters falling within the BMA's mandate. n) Support the provision of interpreters where available and coordinate additional language-support requirements with DIRCO, the airline and the EOC. o) Maintain an updated directory of relevant government, border-control, DIRCO and emergency contact details. p) Maintain a written record of: i) Actions taken; ii) Persons processed; iii) Requests received; iv) Information shared; v) Outstanding requirements; and vi) Decisions affecting border-control operations. q) Provide regular progress reports to the EOC. r) Coordinate all media information through the authorised EOC public information function. The BMA shall not independently release casualty identities or unverified passenger information.
Foreign Embassies and Consular Coordination	a) DIRCO shall serve as the principal government liaison with foreign embassies and consulates. b) DIRCO shall, where appropriate: i) Notify the relevant foreign diplomatic or consular missions; ii) Coordinate government-level communication with foreign representatives; iii) Provide guidance on consular assistance; iv) Coordinate enquiries concerning foreign nationals; v) Assist foreign representatives requiring access to affected nationals; and vi) Coordinate international consular support requirements. c) Foreign embassies and consulates shall obtain casualty and passenger information only through authorised channels. d) Any public statement involving foreign nationals shall be coordinated with DIRCO, the affected airline and the authorised EOC media function.
Applicability	These responsibilities apply during Phase II and Phase III emergencies when international passengers, foreign crew members or other cross-border matters are involved. The separation of responsibilities reflects the BMA's border management mandate and DIRCO's role in consular and foreign-representation matters.

B.2 BORDER MANAGEMENT AUTHORITY – PORT HEALTH SERVICES

Role	Border Management Authority (BMA) Port Health Services provides the frontline public-health function at South Africa's designated ports of entry. Its role is to reduce the risk of communicable diseases and other public-health threats entering or spreading through the country by monitoring the cross-border movement of travellers, aircraft, baggage, cargo, human remains and health-related consignments
	Port Health functions are carried out mainly by registered Environmental Health Practitioners serving as Port Health Officials, supported where necessary by nurses, screening personnel and other authorised specialists. The service supports South Africa's obligations under the International Health Regulations (2005) and applicable national legislation.
	Where Cape Winelands Airport is not designated as an international port of entry, BMA Port Health Services shall be notified and activated through the agreed arrangements whenever an international flight, public-health emergency or suspected cross-border communicable-disease event requires its involvement.
Responsibilities	BMA Port Health Services shall, within its legal mandate: a) Assess travellers and crew who are suspected of presenting a communicable disease or other public health risk. b) Review health declarations, vaccination certificates, aircraft health documentation and other required public-health records. c) Receive and assess reports of illness or death occurring on board an aircraft. d) Conduct or coordinate public-health screening, surveillance, interviews and contact-information collection where required. e) Inspect aircraft, baggage, cargo, containers, postal items, human remains and health-related consignments where a public-health concern has been identified. f) Inspect imported foodstuffs, cosmetics, disinfectants, tobacco products, hazardous substances and other regulated consignments within the authority assigned to Port Health Services. g) Review consignment documentation and determine whether goods may be released, detained, sampled, treated, referred to another regulator or refused entry in accordance with applicable legislation. h) Collect or arrange samples for microbiological, chemical, histological, toxicological or labelling-compliance analysis where necessary. i) Issue the authorised health notices, instructions, detention measures or clearance documentation required by law. j) Supervise or verify deratting, disinsection, disinfection, decontamination, treatment or destruction of affected aircraft, baggage, cargo, containers, goods or other articles. k) Coordinate with the National Department of Health, Western Cape health authorities, WCG EMS, the National Institute for Communicable Diseases and other relevant agencies. l) Maintain records of public-health assessments, decisions, samples, control measures and clearances. m) Provide a representative to the Incident Command Post or Emergency Operations Centre when the nature or scale of the event requires public-health coordination.
	Port Health Services shall not take over the clinical treatment of sick or injured persons. WCG EMS remains responsible for emergency medical assessment, treatment and transport, while Port Health determines the public-health measures required to prevent disease transmission.

Aircraft-Specific Responsibilities	When an aircraft reports a suspected communicable disease, unusual illness, unexplained death or other public-health concern, ATC or the Airport Operations Centre shall notify BMA Port Health Services through the approved activation procedure. In coordination with the Incident Commander, Airport Operations, WCG EMS and the aircraft operator, Port Health Services shall: a) Assess the reported public health risk before passengers and crew are disembarked, where practicable. b) Advise on the positioning or isolation of the aircraft and any access restrictions required. c) Identify the precautions and personal protective equipment required for personnel approaching the aircraft. d) Determine whether passengers, crew, baggage or cargo require screening, temporary restriction, isolation, quarantine, decontamination or further investigation. e) Coordinate the safe medical referral of ill persons without unnecessarily delaying urgent lifesaving treatment. f) Identify close contacts and arrange the collection of passenger and crew information for public-health follow-up. g) Advise on the cleaning, disinfection, disinsection or decontamination of the aircraft and affected airport facilities. h) Confirm when public-health restrictions may be lifted, subject to any continuing operational, safety or investigative controls.
	The isolation of an aircraft or airport facility shall be coordinated through the Incident Command System. Port Health Services determines the necessary public health controls, while Cape Winelands Airport remains responsible for aircraft parking, facility access, airside safety and operational coordination. The detailed procedures for suspected communicable disease events shall be contained in this manual and aligned with the airport's communicable disease response plan.

C.1 CLERGY & COUNSELLORS

Role	Provide immediate psychosocial support to: a) Passengers and crew; b) Survivors and injured persons; c) Family members and friends; d) Airport and airline personnel; e) Emergency responders; and f) Other persons directly affected by the emergency.
	Provide compassionate spiritual and pastoral care to affected persons who request such support.
	Support the emotional wellbeing of personnel involved in managing or responding to an aircraft accident.
	Identify individuals requiring further psychological, medical, psychiatric, social or spiritual support and facilitate an appropriate referral.
	Respect the cultural, religious, linguistic and personal preferences of all affected persons.
Responsibilities	a) Report to the designated emergency-services reception or assembly point: [location to be confirmed]. b) Register and receive an operational briefing before being deployed. c) Ensure that only suitably qualified, authorised and identifiable counsellors, psychologists, social workers, clergy and spiritual-care representatives are deployed. d) Operate under the coordination of the designated Cape Winelands Airport Human Resources representative or Psychosocial Support Coordinator. e) Deploy personnel to activated emergency-assistance facilities according to assessed needs and priorities. f) Provide Psychological emotional support without interfering with emergency medical treatment, law-enforcement activities or accident-investigation processes. g) Conduct an initial assessment of persons affected by: i) Serious injury; ii) Exposure to death or disturbing scenes; iii) Loss of a family member, friend or colleague; iv) Separation from family members; v) Uncertainty regarding the condition or location of a loved one; or vi) Direct involvement in emergency-response activities. h) Identify persons who may require urgent professional intervention, including those experiencing: i) Severe emotional distress; ii) Panic or disorientation; iii) Suicidal thoughts or risk of self-harm; iv) Acute behavioural disturbance; v) Inability to care for themselves; vi) Serious psychological impairment; or vii) Other signs requiring immediate clinical assessment. i) Refer persons requiring urgent care to an appropriately qualified medical or mental health professional. j) Develop appropriate support and referral arrangements based on individual needs and professional assessment. k) Provide guidance to airport and airline personnel supporting: i) Survivors; ii) Walking wounded persons;

	iii) Injured passengers and crew; iv) Families and friends; v) Bereaved persons; and vi) Emergency responders. l) Provide clergy or spiritual care representatives appropriate to the affected person's faith or belief system, where requested and reasonably available. m) Do not impose religious beliefs, practices or counselling on any person. n) Obtain informed consent before providing counselling, except where immediate intervention is legally justified to protect life or prevent serious harm. o) Maintain only the records necessary for continuity of care, referral and accountability. p) Protect all personal information, counselling records and case notes from unauthorised access or disclosure. q) Maintain a deployment and activity log without including unnecessary confidential clinical information. r) Provide regular operational updates to the EOC while protecting the identities and confidential information of affected persons. s) Arrange relief, rest and rotation for psychosocial and spiritual-care personnel during extended operations.

Deployment Areas

Psychosocial and spiritual-support personnel may be deployed to the following areas:

Priority	Assistance area	Persons supported
1	Family & Friends Assistance Centre	Relatives, friends and persons awaiting information
2	Walking Wounded Area	Uninjured or slightly injured survivors
3	Reconciliation Area	Survivors being reunited with verified family members or friends
4	Crew Holding Area	Operating crew, cabin crew and affected airline personnel
5	Triage or casualty-treatment area	Casualties and responders, subject to approval from the medical officer in charge
6	Responder Rehabilitation Area	ARFFS, medical, police, security and other response personnel
7	Hospitals or reception centres	Injured persons and their families, when requested
8	Temporary fatality-management or bereavement area	Bereaved families, subject to the authority of the Forensic Pathology Service

Post Incident Support for Airport Personnel	a) Recognise that personnel involved in an aircraft accident may experience immediate or delayed stress reactions. b) Arrange confidential access to suitably qualified mental-health professionals for affected airport personnel and responders. c) Provide information on common responses following a traumatic event, including: i) Sleep disturbance; ii) Anxiety or fear; iii) Difficulty concentrating; iv) Irritability or anger; v) Feelings of guilt; vi) Distressing memories; vii) Avoidance; and viii) Changes in mood or behaviour. d) Encourage affected personnel to seek professional assistance when symptoms are severe, persistent or interfere with their work, relationships or normal daily activities. e) Conduct appropriate welfare follow-ups after the incident. f) Ensure that participation in formal clinical treatment is managed confidentially and in accordance with applicable employment, health and privacy requirements. g) Do not use mandatory single-session psychological debriefing as a substitute for individual assessment and evidence-based care.
Clinical Assessment and Treatment	a) Formal diagnosis and treatment of post-traumatic stress disorder shall only be undertaken by appropriately qualified and registered mental-health professionals. b) Immediate emergency support should focus on: i) Safety and basic needs; ii) Calm and reassurance; iii) Practical assistance; iv) Connection with family and social support; v) Accurate information; vi) Psychological First Aid; and vii) Referral for additional care. c) Where clinically indicated, longer-term treatment may include evidence-based approaches such as: i) Trauma focused Cognitive Behavioural Therapy; ii) Carefully managed exposure-based therapy; iii) Eye Movement Desensitisation and Reprocessing; iv) Other professionally recognised trauma treatments; and v) Medical or psychiatric treatment, where required. d) The selected treatment shall be based on a qualified professional assessment, informed consent and the individual needs of the affected person. e) Clinical treatment shall not normally be conducted within operational emergency areas unless specifically required and suitable privacy, safety and professional controls are available.

C.2 CUSTOMS / SOUTH AFRICAN REVENUE SERVICES

Role	Coordinate SARS Customs requirements with the affected airline, SACAA, accident investigators and other authorised agencies, including the control and release of cargo and personal effects.
Responsibilities	a) Establish a secure Cargo, Baggage and Personal Effects Centre with the affected airline. b) Provide Customs records and relevant cargo documentation support for Personnel Effects and/or Cargo centre. c) Retain records of all retrieved/ returned cargo to establish the nature and quantities of the cargo wrecked. d) Maintain close liaison between the SAPS; accident investigators; immigration; foreign embassies and all relevant government Departments; information centre, if international flight is involved. e) Dispatch Customs officers to the personal effects centre to oversee the goods and the potential outstanding revenue owed to SARS. f) Keep the designated SARS Customs supervisor and the EOC informed of all customs-related actions and outstanding requirements. g) Report to the airport Emergency Operations Centre upon activation thereof. h) A “wreck” includes: i) Flotsam, jetsam and lagan, and ii) Any portion of an aircraft which has been wrecked or abandoned, or of the cargo, stores or equipment thereof, or any other article thereon.

D.1 DISASTER RISK MANAGEMENT CENTRE / CITY OF CAPE TOWN

Role	Act as the main off site coordination Centre in the event of any major incident in the area of the City of Cape Town (CCT) using the Disaster Operations Centre (DOC).
	Provide the necessary communications network outside the scope of the aerodrome's
Responsibilities	a) Ensure that the DOC will fulfil its coordination and management function by activating the facility with all applicable stakeholders across the three (3) spheres of government, as well as external entities.
In the Event of an Aircraft Accident	a) The CWA Emergency Operations Centre (EOC) to notify the CCT's 107 PECC via Tel: 021 480 7700. Thereafter the 107 PECC shall notify the DRMC DOC in Goodwood. b) The 107 PECC shall activate the alert mechanism for all the responding stakeholders, as per the joint SMS notification list. c) The DRMC shall send a Disaster Management Officer to the CWA EOC. d) The DRMC MAY send a Disaster Management Officer to the Forward Command Post (FCP) e) The DRMC shall send a communication representative to the Joint Media Centre (JMC) for media liaison purposes. f) The DRMC shall activate the DOC if a crash is imminent, or for a major incident (phase 3 scenario). g) All relevant stakeholders will be notified to report at the DOC and/or at other areas, as required. h) The Aerodrome shall also deploy a technical advisor to the CCT's DRMC DOC. i) Render an off-site coordination and management function. j) Liaise with the Aerodrome EOC on a constant basis.

Phase I — Accident / Emergency on Airport	The DRMC to receive notification of the incident via the 107 PECC. The DRMC and DOC role shall be determined by the nature / extent of the incident.
Phase II — Accident / Emergency on Airport	a) Receive information about potential accident/emergency/disaster from ARFFS, or from Airport Management. b) Standby for any request from ARFFS or airport management.
Phase III — Accident / Emergency (On or Off Airport)	a) Receive information from ARFFS, Airport management or ATC. b) The DRMC team activates the DOC if an accident / emergency has occurred or if a crash is imminent. c) Activate alert mechanism to all stakeholders, as per standard operating procedures. d) Depending on resources, the following stakeholders may be represented at the DOC for the purposes of overall coordination and management of the situation but is not limited to this list: i) CCT DRMC; ii) CCT 107 PECC; iii) CCT Corporate Communications; vi) City of Cape Town Fire and Rescue Service; v) CCT Traffic Services; vi) CCT Metropolitan Police; vii) CCT Law Enforcement; viii) CCT City Health; ix) CCT Environmental Resource Management; x) CCT Scientific Services; xi) CCT Water & Sanitation; xii) CCT Electricity;

	xiii) CCT Human Settlements; xiv) CCT Transport Management Centre (network management & MyCiti); xv) CCT Tourism; xvi) WCG Emergency Medical Services; xvii) WCG Forensic Pathology Services; xviii) WCG Provincial Traffic; xix) Western Cape Disaster Management Centre (WCDMC); xx) WCG Department of Social Development; xxi) WCG Department of Environmental Affairs and Development Planning (DEADP); xxii) National Department of Environmental Affairs; xxiii) State Security Agency (SSA); xxiv) National Department of Home Affairs; xxv) Department of International Relations and Cooperation (DIRCO); xxvi) South African Police Service (SAPS); xxvii) South African National Defence Force (SANDF); xxviii)SPCA; xxiv) South African Weather Service (SAWS; xxv) Embassies; xxvi) CWA Representative (Technical Advisor); xxvii) Any other disciplines, as required by the prevailing situation. e) The DRMC to render coordination and management functions with the appropriate disciplines for: i) Communication and early warning; ii) Emergency shelter; iii) Emergency feeding programme; iv) Relief materials; v) Activation of the DRM Volunteer Units as applicable; vi) Information to public (public relations); vii) Record keeping of patients (via the WCG EMS); viii) Record keeping of information of incident; ix) Transport; x) Temporary mortuaries; xi) Emergency support (hospitals, etc. – via the WCG EMS); xii) Provide situation report (SITREPs) to the WCDMC and the NDMC; xiii) Activate mutual aid agreements, as applicable; xiv) Activate resource lists; xv) Provide victim support and Trauma counselling.

Consider the declaration of a National State of Disaster, upon the declaration of a phase three incident/accident and/or as applicable and liaise with both the WCDMC and the National Disaster Management Centre (NDMC), as an aircraft incident/accident is a national competency function.

D.2 DISASTER MANAGEMENT / PROVINCIAL GOVERNMENT

Western Cape Government Disaster Management Centre Only to Be Activated If the Incident Is Elevated to Provincial Disaster Management Status, Via the City Of Cape Town's Disaster Risk Management Centre

Role	Act as a coordination Centre if elevated to Western Cape Government Disaster Management Incident.
	Provide the necessary communications network outside the scope of the aerodrome and the City of Cape Town's responsibilities.
	Avail the facility to delegates of various levels of Local, Provincial and National Government, as applicable.
Responsibilities	a) Liaise with the CCT Disaster Operations Centre. b) Send a Disaster Management Officer to the CWA Emergency Operations Centre, as applicable. c) Activate the WCG Disaster Management Centre, as applicable. d) Activate alert mechanism, for all relevant role-players at Local and Provincial level, as applicable. e) Liaise with other District's Disaster Management and ARFFS, as well as with the WCG Emergency Medical Services and Traffic Control. f) Render coordination function at Provincial level. g) Liaise with Aerodrome Emergency Operations Centre, if deployed.

Phase I — Accident / Emergency on Airport	Western Cape Government Disaster Management Centre - no role to play in Phase l
Phase II – Accident / Emergency on Airport	Receive information about potential disaster from the CCT DRMC.
If An Accident Has Occurred	Liaise with the CCT Disaster Risk Management Centre regarding any Provincial DMC activation requirements.
Phase III – Accident / Emergency	a) Receive information on the Incident from the CCT DRMC. b) Inform the National Disaster Management Centres, as applicable. c) Liaise with the CCT Disaster Risk Management Centre regarding any Provincial DMC activation. d) Activate alert mechanism as per standard operating procedures, as required by the situation. e) Liaise with other District's Disaster Management and ARFFS, as well as with the: WCG Emergency Medical Services and Traffic Control. f) Notify relevant role-players to report at the WCG Disaster Management Centre, as applicable. g) The following organization/s which MAY be represented at the WCG Disaster Management Centre for the purposes of overall management of the situation in the province but is not limited to this list: -. i) City of Cape Town Disaster Risk Management Centre. ii) WCG Emergency Medical Services. iii) WCG Forensic Pathology Services. iv) City of Cape Town Fire and Emergency Service. v) South African Police Service. vi) City of Cape Town Metropolitan Police Department – Traffic & Law Enforcement. vii) Western Cape Government Traffic Services. viii) South African National Defence Force. ix) CWA Representative.

	x) SACAA Representative. xi) Relevant CCT and WCG Essential Services Departmental Representatives. xii) Reps. from off-airport Communities affected. xiii) NGOs providing assistance with the Incident. xiv) Any other Disciplines, as required by the situation. h) WCG Disaster Management to render coordination functions for: i) Assisting Local Authorities with communication and early warning. ii) Information to public (Public Relations). iii) Record keeping of patients (via the WCG EMS). iv) Record keeping of information of incident. v) Emergency support (hospitals, etc. – via the WCG EMS). vi) Provision of liaison with external organizations. vii) Record keeping of information of incident. viii) Transport. ix) Temporary mortuaries. x) Emergency support (hospitals, etc.). xi) Provide situation report (SITREPs) to the National Disaster Management Centres, as applicable. xii) Activate mutual aid agreements, as applicable and activate resource lists for: -. xiii) Victim support. xiv) Trauma counselling. Consider the declaration of a Provincial State of Disaster, as applicable, and to support the Local Authority concerned and to liaise with the appropriate Departments, as required by the situation.

E.1 EMERGENCY OPERATIONS CENTRE

Role	Coordinate activities pertaining to the accident.
	Based on sound principles, make recommendations to direct emergency personnel.
	Play a supportive role for emergency personnel at the accident scene.
	Arrange and provide resources when requested by the F.C.P.
	Where possible ensure that normal aerodrome operations are not adversely affected.
	Ensure that record keeping is done correctly and efficiently.
	Establish emergency control areas that will be activated at various times and locations to an incident at Cape Winelands Airport.
	While the location of an emergency control area may be moved due to incident requirements, the purpose / function of that "AREA" should remain the same.

The following Emergency Control Points / Areas MAY be established:

a) Forward Command Post
b) Incident, Emergency, Accident Site
c) Triage / Treatment Site
d) Emergency Operations Centre
e) City of Cape Town Disaster Risk Management Centre's DOC at Goodwood
f) Airline Local Information Centre
g) Joint Media Centre
h) Hot, Inner and Outer Zones Perimeter demarcation
i) Rendezvous Point(s)
j) Vehicle Staging Area(s)
k) Staff Holding Area Recuperation / Rehabilitation Area
l) Salvage Site
m) Temporary morgue facilities

This will include the Airline Assistance Centres namely:

No	Assistance Centre	Location
1	Friends & Family Assistance Centre	TBC
2	Walking Wounded Centre	TBC
3	Reconciliation Area	TBC
4	Crew Holding Area	TBC
5	Cargo and Personal Effects Storage Area	TBC

E.2 EMERGENCY OPERATIONS CENTRE DIRECTOR

Role	Coordinate activities within the Emergency Operations Centre (EOC).
	Facilitate sound operating procedure in accordance with airport emergency procedures.
	Act as link between Emergency Operations Centre, City of Cape Town Disaster Operations Centre, Negotiation Operations Centre and the Forward Command Post(s).
	Ensure proper record keeping is maintained.
Responsibilities	a) Ensure that all relevant role players had been notified of accident / incident. b) Confirm the location of incident and other critical information with ATC. c) Instruct support services to report to accident site if required. d) In the event of an unlawful interference/s, to hand over the incident to SAPS in order for them to deal with the immediate threat (aircraft, facility, structure or what the threat may necessitate) but to share chairmanship in order to support airport operations. e) In conjunction with Aerodrome Management, ATC and other role players decide whether the airport should remain open during rescue operations after an accident. f) Determine the need to totally/ partially close the airport and order the issue of appropriate NOTAMs based on the decision. g) Responsible person for NOTAMs is: Operations Coordination Manager or his/her designated representative. h) In conjunction with the SACAA, Emergency Services, Airline and Airport Management decide on information to be released to the Press. i) Confirm Forward Command Post (FCP) is established. j) Confirm that Cape Winelands Airport ARFFS most senior Fire Officer has fully implemented Phase III Alert per emergency call out. k) If communication “lost” with aircraft remain in constant liaison with ATC regarding further incident information. l) Ensure EOC at other airports are activated and information is supplied to the EOC’s. m) Ensure secondment of 4 x scribes to the EOC (2 in used + 2 relievers). n) Confirm Go-teams to all respective CWA departments have been notified and placed on standby for a response to the airport in order to support operations. o) Confirm Information Technology department has been activated to support EOC and other areas with I.T. requirements. p) Decide which facilities will be activated to mitigate incident by consulting with the Airline Coordinator and CWA Operations Coordinator Manager or Duty Manager in respect to: confirming nature and severity of the incident and the various facilities required, their availability and suitability for its function. q) Monitor and coordinate other concurrent airport activities. r) Confirm CWA Corporate contact list activated and the SACAA notified. s) Keep the General Manager appraised on status and incident mitigation of the emergency. t) Ensure Emergency response community is represented in the EOC or co-opted members as follow: (Incident dependent).

No	REPRESENTATIVE	CHECK
1.	CWA – Airport Manager or Assistant GM Airport Operations = EOC Director	☐
2.	CWA - Corporate Affairs Manager	☐
3.	Airline Representative / AOC Chairperson	☐
4.	Air Traffic and Navigational Services Manager	☐
5.	CWA – Assistant General Manager Client & Passenger Services	☐
6.	CWA - Manager Operations Coordination	☐
7.	CWA – Manager Operational Governance	☐
8.	CWA – Manager Infrastructure Maintenance	☐
9.	CWA – Manager Aviation Security	☐
10.	South African Police Services Ports of Entry	☐
11.	CCT Metro Police Official	☐
12.	CCT Disaster Risk Management Centre Official	☐
13.	WCG –Emergency Medical Services	☐
14.	WCG – Disaster Management Centre Official	☐
15.	CWA - Manager Site Maintenance and Engineering	☐
16.	South African Civil Aviation Authority (if able to be at the airport)	☐
17.	Joint Policing Committee Members	☐
18.	National Key Point Secretariat (If CWA becomes an NKP)	☐
19.	Department of Health - Port of Health (BMA)	☐
20.	Department of Home Affairs: Immigration (BMA)	☐
21.	South African Revenue Services -Customs	☐
22.	Dept. of Foreign Affairs (DIRCO)	☐
23.	State Security Agency (SSA)	☐
24.	Crime Investigation Gathering (Intelligence)	☐
25.	VIP (In-transit)	☐
26.	Organised Crime (DPCI)	☐
27.	Explosives Unit	☐
28.	Hostage Negotiation Unit	☐
29.	Task Force	☐
30.	Crime Combating Unit (POP)	☐
31.	Support Services Function to CWA	☐
32.	CWA – Manager Finance	☐
33.	CWA – Manager Human Resources	☐

1.	All persons in EOC to be easily identifiable by sitting at respective named seats	
2.	Ensure customs and immigration are called out when the flights are international	
3.	Ensure Bussing services and ramp handling is availed	
4.	Ensure that post-traumatic stress counsellors and clergy are activated by Human Resources Manager	
5.	Ensure foreign Embassies Services are activated by Disaster Risk Management or other	
6.	Ensure that South African Postal Services are activated and report to airline Cargo facility (if required)	
7.	Ensure that the Joint Intelligence Centre is established by SSA and CIG (if required)	
8.	Ensure translators are activated to meet the requirements of foreign passengers on board aircraft by foreign embassies	
9.	Ensure communications established and maintained with Incident Commander, ATC, Local Information Centre coordinator, Disaster Operation Centre, and relevant Airline Head Quarters	
10.	Assist the Incident Command to mitigate incident/accident scene by facilitating the availability of relevant CWA resources as required	
11.	Conduct regular “operational briefings” (approximately every 5-10 minutes initially increasing to 15-30 minutes and then hourly/daily as required regarding incident status and strategic decisions required and taken)	
12.	Ensure no radios are used in EOC, to minimize noise levels and that radio communications are confined to respective services’ cubicles located in the Silver Room	
13.	Secure all documents and original CCTV and Voice recordings for the purposes of post incident investigation and eventual hand over to SACAA/Commission of Enquiry on express authorization of CEO. Ensure detailed record of “handover”.	
14.	Ensure the Joint Media Centre has been activated	
15.	Ensure Maintenance and Engineering assist or provide critical services, including utility support (activation/cut-off), as needed	
16.	Provide sanitation services for extended operations	
17.	Assist in the provision of required resources as follows: ✓ Portable VIP lavatories ✓ Drinking water ✓ Ropes, barricades, barrier tape, etc. ✓ Portable lighting ✓ Cones, stakes, flags and signs ✓ Portable shelter(s), as needed ✓ Machinery, heavy equipment, and extraction tools ✓ Fuel removal equipment ✓ Portable public address system	
18.	Communications equipment (cellular telephones, two-way radios, etc.)	
19.	Note: The EOC may be activated by anyone after consultation with the EOC Director: Assistant Manager EPRP, ARFFS Fire Manager, Assistant Manager ARFFS or Designated Officials	

On arrival on the designated Cape Winelands Airport EOC location **[LOCATION TBC]** a Security Officer will request the PASSWORD and in addition, complete a Register which will allow you access the EOC.

Only one representative per organization will be permitted into the EOC at any given time (with the exception of the SAPS, who will have two representatives, Incident Dependent).

Should you wish to be relieved of your duties for a period of time, you are requested to either radio or call your reliever who will then replace you in the EOC.

The EOC shall “Stand Down” at the discretion of the EOC Director after consultation with the Incident Command.

It must however be anticipated that the EOC in event of aircraft accident / unlawful interference could remain open for several days and/or weeks after the aircraft wreckage has been salvaged/removed to administer/manage the incident -post accident.

E.3 EMERGENCY HOLDING FACILITIES

For the purposes of this plan, emergency holding facilities, which has been identified on Cape Winelands Airport, are for on Airport incidents/accidents. These Holding Areas could also be utilised for incidents/accidents, which occur off Cape Winelands Airport, but in most situations, the majority of the emergency holding facilities utilised for off Airport incidents/accidents will have to be selected "post-accident". The position of these emergency holding facilities would be dependent on the nature, severity and precise location of the incident/accident.

The emergency holding facilities on Cape Winelands Airport shall fall directly under the Airline. All emergency holding facilities, which have been initiated off Cape Winelands Airport, shall fall under the auspices of The CITY OF CAPE TOWN Disaster Management. The functions and activities would however remain the same.

All emergency holding facilities shall be selected to meet minimum standards and requirements with regards to size, location and facilities, etc. Sufficient tables should be placed in readiness to receive the arrivals of injured passengers and begin the processing procedure. The area should be laid out in an easy and logical manner, which shall facilitate an easy through flow of people.

An outer cordon should be considered to keep out the media and public, for off Airport areas, an easy solution is to close off roads. Security should be provided to ensure that the Media is kept out and that only bona fide victims, relief workers and authorised arrivals, are channelled through the entrance and that all unauthorised arrivals are escorted out of the cordoned area.

Emergency holding facilities accommodating survivors of the incident/accident must have communications equipment available.

One person should be in charge of the various emergency holding facilities; this person will be the Co-ordinator and will be identifiable.

The following areas have been identified as emergency holding facilities in the Terminal Building for "On OR off Airport".

- ✓ Emergency Operations Centre (EOC)
- ✓ Hostage Negotiation Centre
- ✓ Family and Friends Assistance Centre
- ✓ Walking Wounded Area
- ✓ Reconciliation Area
- ✓ Press/Media
- ✓ Non-Hospitalised Crew Area
- ✓ Local Information Centre
- ✓ Airline offices

F.1 FIRE & RESCUE SERVICES – AVIATION

Role	Establish and maintain a safe environment for occupants of an aircraft in the event of an aircraft accident or other airport related accidents/incidents
	Provide rescue operations
	Provide fire coverage during rescue operations
	Facilitate coordination between activities during an accident
	Provide personnel for assistance to Rescue operations teams
	Provide technical assistance with firefighting techniques during rescue operations to search and rescue teams
	Facilitate coordination between activities during an accident
	Coordinate the flow of events and maintain joint control over the area in the event of an accident
	Liaise with participating organizations regarding the aerodrome emergency management programme
Responsibilities	Note: The responsibilities for the different scenarios depicted below, is applicable
Aircraft Stand-By	a) When information of an incident or accident from ATC, Airline or aircraft pilot, respond to alarm and establish radio contact with Air Traffic Services on frequency ### MHz. b) Aircraft specific Information required from ATC. (regardless of phase been declared): i) Aircraft type ii) Extent and type of problem iii) Fuel on board iv) Number of passengers if available v) Expected time of arrival vi) Runway that will be used vii) Grid reference if applicable c) Evaluate information and grade incident. I.e. Phase I, Phase II or Phase III. d) Notify ATC of Phase, i.e. Phase I, II or III on frequency ### MHz or via hotline from watchroom. e) Notify Airport Management of applicable incident grading. f) Continually assess information pertaining to the incident and re-classify the incident phase if necessary. Keep all relevant parties informed of changes. g) Render stand-by for aircraft in distress. h) After successful landing, inform all relevant parties including ATC that you are standing down.

Phase II Incident - Not Established Yet	a) Respond to alarm notification. b) Establish radio contact with Air Traffic Services, (Frequency ###MHz.). c) Evaluate information and grade incident.
If Phase II is Established	a) Notify Air Traffic Services. b) Notify Airport Management. c) Notify supporting Local Authorities Emergency Services to be on stand-by. d) If necessary, request minimal support to respond. e) Instruct own personnel of actions required should an accident occur. f) Monitor situation and position vehicles accordingly. g) Get permission from ATC to utilise taxiways and/or runways if needed. h) Render standby for aircraft. i) After successful landing, follow aircraft onto apron if needed. j) Notify ATC that you are standing down and have vacated the runways and taxiways.

	k) Notify all relevant parties, Management and Local authorities that the aircraft has landed safely and that they can stand down. Note: Should the aircraft crash during a phase two stand-by, immediately upgrade incident to a phase III and deploy assisting emergency organisations as per plan for phase three incident.
Phase III Accidents - On Airport	a) Respond to alarm and establish radio contact with Air Traffic Services on frequency ###MHz. b) Enquire about incident and get all relevant information. c) Proceed to the accident site by using hard surfaces where possible. d) Whilst en-route, activate the phase three plan as per the following: e) Notify Airport management. f) Notify City of Cape Town, Provincial, and National Emergency Services and provide the necessary information: i) Aircraft type ii) Extent and severity of accident iii) Fuel on board iv) Number of passengers, if available v) Grid reference vi) What level of support is required? vii) Notify Airport management to activate Emergency Operations Centre g) CWA ARFFS Watchroom attendant will issue a password to responding emergency organizations. i) This password will be given to CWA Security Control Room who will disseminate the password to Contract Security for the manning of the emergency gates. ii) CWA Security will also disseminate this password to SAPS. iii) CWA Security will use this password to secure the Local Information Centre and Emergency Operations Centre. iv) The password is to be given to all Emergency Services Control rooms as per call out procedure. v) The above organizations shall disseminate this password to all other responding organizations. h) Position firefighting vehicle's so as to protect escape routes. i) If fire is involved, immediately start the fire fighting process. ii) Establish a safe escape route in accordance with standard operating procedure. iii) Start rescue-procedure, simultaneously with the fire-fighting process. iv) Establish and man the Fire Ground Co-ordinator Post and /or Forward Command Post (FCP) and ensure that this FCP is a unified FCP for command, control, coordination and communication. v) Establish the correct Rendezvous Point to be used - i.e.

No	Rendezvous Point	Location
1.	RVP 1	TBC
2.	RVP 2	TBC
3.	RVP 3	TBC
4.	RVP 4	TBC

i) Establish a vehicle staging area between the inner perimeter and the hot zone.
j) Establish the cordons for the emergency at hand:
i) Hot Zone / Danger Zone
ii) Inner Perimeter / Restricted Zone / Warm Zone
iii) Outer Perimeter / Safe Zone / Cold Zone

	k) Establish and man the Triage and care area (treatment area). i) Identify the care area; this must make provision for patient sorting areas for priority 1, 2 and 3 levels ii) Establish or identify the ambulance transportation area iii) Establish or identify the helicopter landing zones l) Keep the Incident Commander informed of the situation. m) Request additional rescue, medical or ambulance services from the staging area through the FCP's Coordinator. n) Aircraft controls and parts can only be moved on the execution of work for rescue purposes. If controls have to be moved, record specific positions or reset to original position.
Phase III Accidents - Off Airport	a) Respond to alarm with appropriate Rescue and Fire Fighting vehicles, personnel and equipment to assist the Local Authorities Emergency Services. b) Establish radio contact with Air Traffic Services on frequency ###MHz and notify them that the Fire Services on the airport is reduced to the level of the remainder of the firefighting capability on the airport. The reduced category to 7, 6 or 5 shall be based on the response to the emergency. c) Enquire about incident and get all relevant information if available from the ATC. Also convey this information to the city, Provincial and National Emergency Services. i) Aircraft type. ii) Extent and type of problem. iii) Fuel on board. iv) Dangerous Cargo. v) Number of passengers if available. vi) Expected time of arrival, vii) Runway that will be used. viii) Grid-reference if applicable. d) Proceed to the accident site by using hard surfaces where possible and assist the Local Authority Fire Services, with: i) Setting up, and manning of Forward Command Post. ii) Fire suppression. iii) Extrication of passengers. iv) Assist with the location of injured or deceased passengers in the immediate surrounding and the marking of their positions. v) Assist with triaging of injured passengers or members of the public that could be injured in the accident. vi) Assist with treatment of injured passengers or members of the public that could be injured in the accident. vii) Assist in the location and securing of the Cockpit Voice Recorder and Flight Data Recorder. Either hand it over to the SA Police Service, or a representative of the South African Civil Aviation Authority. This should never be handed over to an airline representative. e) Aircraft controls and parts can only be moved on the execution of work for rescue purposes. If controls have to be moved, record specific positions or reset to original position. f) If further services or assistance is not needed, return to the airport and replenish used vehicles, as soon as, possible. g) Notify ATC once the ARFFS are back to normal.
PHASE III ACCIDENT AT SEA	a) Respond to alarm with appropriate staging; shelter; communication; floatation devices (if stored by airport fire services), personnel and equipment to assist the Search and Rescue organisations and the Local Authorities Emergency Services in co-ordinating activities between the accident site; triage; treatment and transportation site.

	b) If applicable establish radio, contact with Air Traffic Services on frequency ### MHz. and notify them that the Fire Services on the airport is reduced to the level of the remainder of the firefighting capability on the airport. c) The Reduced Category to 7, 6 or 5 will be based on the response to the emergency. d) Enquire about incident and get all relevant information if available from the ATC. Also convey this information to the Local Emergency Services; HICC (Harbour Incident Command Centre); ZCP (Zone Command Post/s) if established. i) Aircraft type ii) Extent and type of problem. (For envisaged ditching) iii) Fuel on board. iv) Number of passengers, if available. v) Expected time crash at sea/ ditching, vi) GPS Co-ordinates/ co-ordinates of last known position. vii) Grid-reference if applicable. e) Request proper routing to where the harbour ZCP, positions are. f) Proceed to the pre-determined ZCP (Zone Command Posts) or advantageous ZCP site and assist the National ports authority and emergency services, with: i) Setting up and manning of Forward Command Post/ Afloat command post (ACP) ii) Setting up of triage treatment area iii) Setting up and securing a Helicopter Landing Zone (HLZ) iv) Provision of medical equipment and consumables. v) Assist sea rescue services with personnel, if necessary, in the following efforts: vi) Evacuation of survivors from the crash site to onshore staging areas, by air or sea craft/ vessels. vii) Location of injured or deceased passengers in the immediate surrounding and the marking of their positions by beacons or similar markers. viii) Triaging of injured passengers or crew. xi) Treatment of injured passengers or crew x) Record keeping of passengers/ patients that is transported to hospitals, or elsewhere. xi) Assist in securing the Cockpit Voice Recorder and Flight Data Recorder if found or retrieved. Ensure that it gets handed over to the SAPS, or a representative of the SA CAA. This should never be handed over to an airline representative. g) Advise rescue personnel during rescue operations, that care must be taken not to disturb aircraft controls, unless absolutely necessary and only for rescue purposes. h) If controls have to be moved, to record specific positions or reset to original position. i) If further services or assistance is not needed, return to the airport and replenish used consumables as soon as possible. j) Notify ATC once the ARFFS are back to normal
Acts Of Unlawful Interference or Bomb, Threats, Hijacks	**Not available for public release**
Structural Fires on the Airport	a) Get as much information as possible from witness, i.e. ATC, Local observer or informant. b) Immediately respond to the area, with the appropriate fire appliances. c) On arrival, assess the situation and start fire-fighting operations, if in doubt request assistance from City of Cape Town Fire and Emergency Service to assist with firefighting activities. d) Immediately notify Emergency Medical Services to respond for treatment and care of the injured. e) By means of questioning people in the area, determine if there are any occupants within the structure.

	f) During fire-fighting operations and once it is safe enough, send in rescue teams supplied with breathing apparatus to do a physical inspection for trapped occupants. g) Continue with the firefighting process until it is under control and rendered safe. h) Evaluate structural damage, and if unsafe, prevent occupancy until experts can do a thorough inspection/ evaluation of the structure. Local Authorities Building Engineers can be of valuable assistance in this regard.
Veld Fires: On Airport	a) If observed, or whether information is received from Air Traffic control, respond with appropriate and suitably equipped vehicles to the area. b) If not deployed by ATC, notify them of response. c) Commence with fire-fighting operations and maintain radio contact with the Air Traffic Service whilst within the manoeuvring area d) If needed, request assistance from the CCT FFS. e) Notify the CCT FFS if there is a chance of the fire spreading beyond the airport perimeter. f) Once the fire is under control the ATC must be notified. Care must be taken to ensure that smoke does not interfere with aircraft operations. g) If unsafe situations do arise, ATC must be notified. h) Liaise with Incident Commander (FCP coordinator).
Weather Standby	a) Air Traffic Control (ATC) will initiate Weather Standby. b) Low visibility (Low Visibility Procedures in operation at ATC but weather standby may not always be declared.) c) When the weather has deteriorated to such an extent that it is a possible hazard to aircraft movements. d) Officer in Charge will determine deployment or movement of Fire Tenders. e) Consultation between ARFFS and ATC will take place on a continuous basis. f) Confirm that the apparatus for measuring depth of water on runway is available. g) Maintain constant vigilance. h) Notify the Fire crew and officers by intercom or radio, of any valid information.

Institutions to be Contacted by ARFFS

Institution	Telephone No.	Radio frequency
CWA Security	TBC	TBC
CCT Disaster Risk Management Centre	107	TBC
WCG-EMS	TBC	TBC
Assistant Manager EPRP	TBC	TBC
Apron Office	TBC	TBC
ARFFS Fire Manager / Fire Chief	TBC	TBC
Assistant General Manager Operations	TBC	TBC
General Manager	TBC	TBC
Port Health on Airport - communicable diseases	TBC	TBC
NSRI (crash into ocean)	021 449 3500	TBC

F.2 FIRE & RESCUE SERVICE – CITY OF CAPE TOWN

Role	Provide assistance and support to the Aviation Rescue Fire Fighting Services at an ON- AIRPORT Incident to achieve their indicated goal.
	Assume command at an OFF- AIRPORT incident to achieve their indicated goals of: a) Establishing and maintaining a safe environment for occupants of an aircraft in the event of an aircraft accident or other airport related accidents/incident. b) Provide personnel for firefighting and search and rescue operations. c) Provide assistance with fire coverage during rescue operations. d) Facilitate coordination between activities during an accident. e) Coordinate the flow of events and maintain joint control over the area under its jurisdiction in the event of an accident. f) Liaise with Incident co-ordinator and other participating organizations of the aerodrome Emergency Management Plan.
Responsibilities	Support the Aviation Rescue Fire Fighting Services in achieving their goal by establishing and maintaining a survivable atmosphere for aircraft passengers or building occupants in the event of an accident or a fire by: a) Securing the area where a fire poses a potential threat to safeguard operations of the aerodrome. b) Preventing spread of fire beyond the aerodrome perimeter. c) Prevent loss of lives and to prevent unnecessary damage to property.

Phase I - Aircraft Stand-By	No role to play unless specifically requested by Aviation Rescue & Fire Fighting Services, in which case specific detail will be supplied.
Phase II Incident	On standby at their respective stations, unless specifically requested by Aviation Rescue & Fire Fighting Services, in which case specific detail pertaining the aircraft in distress will be supplied. (See Phase three).
Once a Phase II is Established	On notification of a definite Phase II a) Receive all relevant information from ARFFS. b) Place personnel and equipment on standby at own station unless specific requirements or requests dictate otherwise. c) Inform all other applicable fire and rescue services and/or departments of a Phase II. d) Remain available and await further instruction or call-out request from Aviation Rescue Fire Fighting Services. e) Should the aircraft crash during a Phase II stand-by, the situation will be upgraded by the ARFFS to a Phase III.
Phase III Accidents: On the Airport	a) On receipt of the alarm notification, obtain the necessary information from the ARFFS and activate all fire and rescue departments / stations of the Phase III ON AIRPORT. b) Respond and report to the pre-designated Rendezvous Point situated at a specific grid reference. i) Provide the necessary information to the Aerodrome Security to gain access to the aerodrome. ii) Disseminate the Password to all responding services. iii) Take up position at the rendezvous point. iv) Await further instructions from EOC and/or FCP. v) Await escort from Rendezvous Point to accident site on request from EOC and/or FCP. c) If under escort, proceed to the accident site by using hard surfaces where possible. d) Once at accident site, designate a person as representative to the Forward Command Post and await further instructions from Incident Commander.

	e) Assist the Aviation Rescue Fire Fighting Services with: i) Setting up and manning of Forward Command Post. ii) Assist with the establishment of a Triage, Care and ambulance transportation areas. iii) Assist with Fire extinguishing and Hazmat Control or Identifications. iv) Assist with extrication of passengers. v) Assist with supplying or providing the following equipment: Radio trunking system for on-site communication to the FCP; Emergency equipment; Emergency lighting; Rescue equipment. f) Assist with the location of injured or deceased passengers in the immediate surrounding and the marking of their positions. g) Assist with triaging and treatments of injured passengers or members of the public that could be injured in the accident. h) Assist at the transportation area to keep record of dispatched uninjured passengers. **Note:** i) Liaise with Incident Commander and keep him/her informed of the development in your area of responsibility. j) Once the situation is under control and no further assistance is required. The CCT Fire & Emergency Services shall: i) Return to respective Fire Stations and replenish vehicles. ii) Notify Fire & Emergency Services respective control centre of stand down.
Phase III Accidents: Off Airport	a) Assume total functions depicted for ARFFS accident ON AIRPORT. b) Respond to telephonically conveyed information, with appropriate Rescue and Fire Fighting vehicles, personnel and equipment. c) Notify the following role players. i) Aviation Rescue Firefighting Services. ii) WCG Emergency Medical Services. iii) Disaster Risk Management Centre. iv) Metro Police & Traffic Services (CCT). v) Provincial Traffic. vi) Forensic Pathology Services. **Note:** The Western Cape Government Emergency Medical Services shall activate and/or alert all hospitals that they will be used for an on or off airport emergency. d) If possible, maintain contact with Air Traffic Control and request information from them on; i) Aircraft type. ii) Extent and severity of accident. iii) Fuel on board if available. iv) Number of passengers if available. v) Time of accident. vi) Grid reference as per grid chart contained in this manual. vii) Request ATC to activate the ARFFS as per Phase 3, off airport accidents. e) On arrival. i) Commence with Fire Fighting. ii) Simultaneously, commence with rescue operations. iii) Establish Forward Command Post. iv) Ensure the provision of Triage, Care Areas (treatment areas), and ambulance transportation (loading) area has been executed by WCG - EMS. v) Ensure helicopter landing zones areas are selected by WCG - EMS. vi) Establish vehicle staging areas.

	vii) Send response teams to search for injured passengers/ people in the immediate vicinity of the aircraft. viii) Maintain control over the area especially if there is any chance of re-ignition due to over-heated metal parts and spilled fuel. f) Aircraft controls and parts can only be moved on the execution of work for rescue purposes. If controls have to be moved, record specific positions or reset to original position. g) Await SACAA representation if possible before any parts of the aircraft structure are disturbed.
Acts of Unlawful Interference, or Bomb Threats, Hijacks	**Not for public release**
Structural Fires on the Airport	a) On receiving a call / alarm notification, or request for assistance, obtain as much information from ARFFS as possible. b) If requested by ARFFS, immediately respond to the area, with the appropriate fire and rescue appliances and/or resources. c) On arrival assess situation and carry out Rescue and Fire-Fighting operations. i) Assist with questioning people in the area, to determine if there are any occupants within the structure. ii) Assist during fire-fighting operations and once it is safe enough, send in rescue teams supplied with breathing apparatus to do a physical inspection for possible trapped occupants. iii) Assist in the fire-fighting process until it is under control and the building is rendered safe or until further assistance is no longer required. iv) Assist with treatment of injured people if there are any. d) Provide input to evaluate structural damage, and if regarded as unsafe, prevent occupancy until experts can do a thorough inspection/ evaluation. CCT Building Control Engineers must be contacted via the CCT Disaster Operations Centre, Tel: (021) 597 5000/5020.
Veld Fires: On Airport	a) If requested, render assistance to ARFFS, or as previously arranged remain on standby. b) If required and provided adequate fire cover is still available to the greater City of Cape Town area, patrol the airport perimeter and prevent fire from spreading to outside the airport. c) Note: Once the fire is under control, return to respective fire stations and replenish vehicles.

F.3 FIRE GROUND COMMANDER

Role	Assume overall co-ordinating function at the Fire Ground.
	Role assumption can be the: a) Assistant Manager Aerodrome Emergency Services. b) or ARFFS Supervisor based on Severity and nature of incident – Cape Winelands Airport Specific.
Responsibilities	a) Coordinate activities around the aircraft accident and/or emergency. b) Establish firefighting tactics at the fire ground. c) Establish sectors for the incident. d) Establish sector commanders. e) Establish hazmat and decontamination. f) Coordinate suppression activities. g) Coordinate Evacuation process. h) Coordinate Medical process. i) Coordinate Rescue efforts. j) Liaise with FCP Co-ordinator.

F.4 FORENSIC PATHOLOGY SERVICE: WESTERN CAPE GOVERNMENT

Role	Perform postmortem examinations on deceased passengers and/or persons that died as a result of an aircraft accident.
Responsibilities	a) Ensure that bodies are identified. b) Determine cause of death. c) Liaise with the SACAA accident investigators, as well as the SACAA Medical Doctors, on all possible and relevant issues. d) Unless movement is needed to access viable patients, deceased patients will be left in-place until their location can be pegged, marked with an International Civil Aviation Organization triage card and/or WCG EMS card. The Designated Forensic Pathologist shall approve the movement. e) Establish a Temporary Holding Area (Mortuary) on or off site. f) Support for Forensic Pathology Services personnel will be available from the relevant Forensic Pathology Laboratory, namely: i) Salt River. ii) Tygerberg. g) The Forensic Pathology Services shall activate the relevant personnel and resources. h) SAPS, South African National Defence Force and WCG Emergency Medical Services, assisted by the CCT Disaster Operations Centre (DOC), will play an integral role in fatality management. i) Once positive identification is complete, a list of deceased passengers will be compiled by the Forensic Pathology Services and will be sent to the Emergency Operations Centre. j) The Designated Forensic Pathologist shall work with EOC representatives to resolve unidentified and missing passenger issues. k) The principal features remain: l) Identification. m) Release of body as soon as possible. n) Release of proper identification and burial/cremation documents. o) Note: All possible evidence must be recorded and be made available to the SACAA.

F.5 FORWARD COMMAND POST

Role	Serve as a guide for prompt mobilization and coordination of personnel, equipment and supplies in time of disaster. A disaster will be defined as a situation in which the normal operations of the facility are, or have the potential, to rapidly become overtaxed to the extent that additional measures and resources must be committed in order to provide the necessary fire and medical rescue care.
Policy	The Forward Command Post shall operate under the approved Incident Command System, maintain direct communication with the EOC and coordinate tactical activities, resources and safety at the incident site.
Responsibility	The organization assuming command shall depend on the nature of the incident being dealt with and will assume command as per incident tabulated below:

No	Emergency	Lead agency
1.	Phase I	CWA ARFFS or SAPS
2.	Phase II	CWA ARFFS or SAPS
3.	Phase III	CWA ARFFS or SAPS
4.	Structural Fire	Municipal Fire and Rescue Service
5.	Special Services, Building Collapse, Flood or Earthquake	City of Cape Town Fire and Emergency Services
6.	Bomb Warning	SAPS
7.	Attack on a Facility or Aircraft	SAPS
8.	Unlawful Seizure of an Aircraft	SAPS
9.	Hostage-Taking in a Building	SAPS
10.	Medical Emergencies	CWA ARFFS & WCG Emergency Medical Services (Based on the nature of the emergency)
11.	Vegetation Fire	ARFF within airport boundaries; Municipal Fire and Rescue outside airport boundaries
12.	Communicable Disease	Competent Public Health Authority
13.	Aircraft Incidents at Sea	National Ports Authority and South African Search and Rescue ARCC / MRCC

Setup Considerations

Type of incident	At some incidents, like an aircraft accident, there may be much to see as opposed to a high-rise fire or confined-space rescue.
Topography	Are there large quantities of water, difficult terrain or heavy populated residencies.
Technology	Is there access to computer-aided dispatch information, mapping programs, pre- incident surveys unit status, and accountability programs. If the IC relies heavily on these programs, the FCP may need to be at the vehicle or other location where the technology can be supported.
Environment	Soft sands or muddy environments will pose a challenge to setting up the FCP and might impede access and egress.
Weather	Consider wind direction, as this will move plumes of hazardous smoke / other towards, or away from the FCP.
Duration	Incidents resulting from acts of terrorism can go on for days, which would dictate the location or type of FCP

Note: The airport vehicle labelled CV / Forward Command Post shall set up and establish Command. Upon arrival, the Incident Commander will identify themselves and take on the coordinating role to ensure that a unified Forward Command Post is established.

F.6 FORWARD COMMAND POST COMMITTEE (FCP)

The FCP Committee shall comprise representatives from the following organisations and functional areas, as appropriate to the nature and scale of the emergency. Membership is not limited to those listed and may be expanded by the Incident Commander when additional operational, technical or specialist support is required:

a) Cape Winelands Airport ARFFS Fire Fighting Service
b) Affected Airline(s) or Engineer
c) South African National Defence Force
d) Forensic Pathology Services
e) Western Cape Government Emergency Medical Services
f) City of Cape Town Fire and Emergency Services
g) South African Civil Aviation Authority (IF ABLE TO BE AT THE AIRPORT)
h) South African Police Service
i) South African Police Service – Air wing
j) City of Cape Town Disaster Risk Management Centre Official (If required)
k) Other Co-opted Members from SAPS for unlawful interferences

Role	The Forward Command Post (FCP) Committee shall provide coordinated, on-scene management of the emergency. It shall bring together the airport and responding agencies at one designated location to support the Incident Commander, maintain a common operating picture and ensure that operational decisions are communicated and implemented without delay.
Responsibilities	a) Support the Incident Commander in establishing incident priorities, objectives and response strategies. b) Coordinate the activities of airport departments, emergency services and external responding agencies. c) Receive, verify and share operational information relating to casualties, hazards, aircraft status, available resources and the progress of the response. d) Ensure that all responding agencies work within the established Incident Command System and understand their assigned roles and responsibilities. e) Assist in establishing and maintaining the hot, warm and cold zones, including safe access routes, staging areas and controlled entry points. f) Identify additional personnel, vehicles, equipment, specialist services and logistical support required at the incident scene. g) Monitor changing conditions and reassess operational risks throughout the emergency. h) Coordinate rescue, firefighting, medical response, casualty management, security, evacuation, environmental protection and recovery activities. i) Ensure that responder safety, public safety and the welfare of affected persons remain central to all operational decisions. j) Maintain effective communication between the incident scene, the Airport Emergency Operations Centre and other relevant command structures. k) Escalate significant matters requiring strategic decisions or additional authority to the appropriate senior command level. l) Coordinate the preservation of evidence and protection of the accident site, provided that these activities do not interfere with lifesaving operations. m) Record key decisions, actions, resource requests and operational developments to support continuity, reporting and the post-incident review. n) Support the controlled transition from emergency response to recovery and the restoration of normal airport operations.

Note:

a) On proceeding to FCP or Rendezvous / staging point, REMEMBER no runway shall be approached, crossed or entered, without permission from Air Traffic Control Tower or CWA escort personnel.
b) No unauthorised hanger personnel, or members of the public may be allowed access to the accident site.
c) Perpetrators must be arrested by the SAPS.

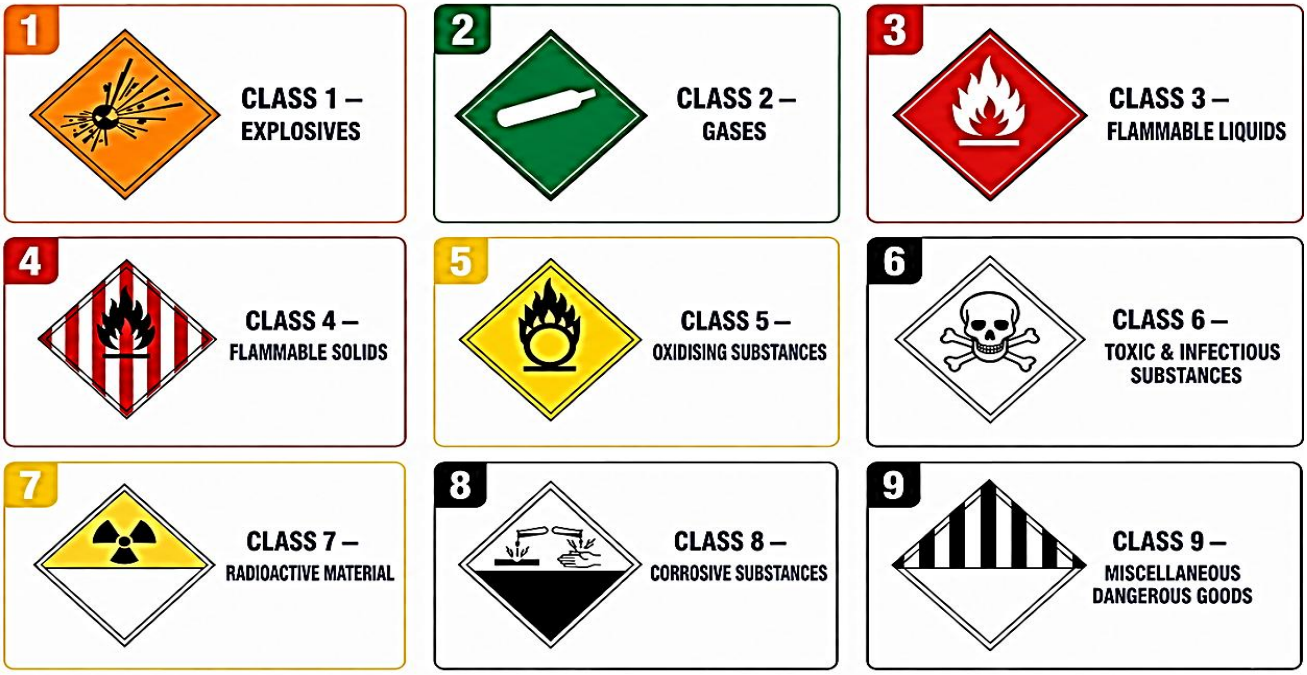
G.1 GROUND HANDLING SERVICES

Role	Provide transport for uninjured passengers, crew and other affected persons to designated safe areas
	Supply and operate passenger steps, buses and other apron equipment as required
	Assist with the safe disembarkation and movement of passengers
	Keep emergency access routes clear and follow instructions from Airport Operations or the Incident Commander
Responsibilities	a) Ensure busses and other aircraft apron equipment is staged at **TBC** b) As, and when requested, transport uninjured passengers (Walkaway survivors) to the fire station / or other area as required. c) Provide transport for support services if requested by the Emergency Operations Centre. d) Ensure that the manoeuvring area is not entered without radio equipment and/or escort. e) Provide transport between the following areas: i) Family and Friends Assistance Centre ii) Walking Wounded Area iii) Reconciliation Area iv) Crew Holding Area v) Triage Tents (Incident/Accident Site) f) Alternatively, provide transport to and from airport in the event that the accident took place off airport. (Where Possible & approved). g) Remain in constant communication with the ground handling manager / EOC or his/her delegate.
Unlawful Interferences: Bomb Threat, Hijack, Bomb Threat on Aircraft	Not available for public release

H.1 HAZMAT INCIDENTS & DANGEROUS GOODS

Dangerous goods may be transported by passenger or cargo aircraft, provided they are packaged, marked, labelled and documented in accordance with applicable requirements. Certain dangerous goods are restricted to cargo aircraft only.

Dangerous Goods are Divided into Nine Classes:



CWA ARFFS Responsibilities	a) Recognise dangerous-goods labels, markings and hazard diamonds. b) Obtain information from the flight crew, aircraft operator, cargo manifest or shipping documents. c) Approach from upwind and uphill, where practicable. d) Establish hot, warm and cold zones and restrict access to authorised personnel. e) Remove passengers, casualties and responders from the immediate danger area. f) Inform the Incident Commander of the known or suspected substance and associated hazards. g) Initiate defensive actions within the limits of available training, equipment and personal protective equipment. h) Prevent ignition, control runoff and protect drainage systems where it is safe to do so. i) Request the City of Cape Town Fire and Rescue Service HAZMAT Unit without delay. j) Record the details of exposed persons and arrange medical assessment and transportation where required.
	Personnel shall not enter a contaminated area unless they are suitably trained, authorised and wearing the required personal protective equipment.
Hazmat Unit Responsibilities	The City of Cape Town Fire and Rescue Service shall provide the specialist HAZMAT capability in accordance with the applicable agreement. Its responsibilities include: a) Identifying and monitoring hazardous substances. b) Advising the Incident Commander on isolation distances and protective actions. c) Containing and controlling spills, leaks or releases. d) Conducting specialist entry, rescue and recovery operations. e) Establishing and managing decontamination. f) Monitoring exposed persons and emergency responders. g) Coordinating the containment, recovery and disposal of contaminated materials.

Decontamination Area

CWA ARFF does not currently maintain a dedicated decontamination capability. When decontamination is required, the City of Cape Town Fire and Rescue Service shall establish and manage a suitable decontamination area.

The area should be positioned within the warm zone, upwind and uphill from the hazard where practicable, and arranged to prevent contaminated runoff from entering stormwater systems or other environmentally sensitive areas.

All exposed or potentially contaminated persons shall be medically assessed following decontamination and transported to an appropriate healthcare facility when required.

A Decontamination Area will then be set up.

H.2 DEPARTMENT OF HOME AFFAIRS (BMA)

Role	Coordinate border-control processes for international passengers and crew affected by the emergency
	Support the identification, nationality verification and lawful processing of affected foreign nationals
	Liaise with DIRCO, the affected airline and the EOC on border-control matters
Responsibilities	a) Confirm passenger details on the flight concerned (International). b) Report to the EOC (EMERGENCY OPERATIONS CENTRE). c) Cross reference passenger manifest of the flight with the airlines. d) Retain records of passengers cleared as per passenger manifest. e) Inform management within the National Immigration Branch and give regular updates. f) Establish a link with DIRCO to ensure foreign embassy support. g) Update the GOLD ROOM EOC (EMERGENCY OPERATIONS CENTRE) with relevant information as and when requested. h) Close liaison with SAPS and Airline (International). i) Support Airlines in ensuring their "emergency support staff" have ease of access into the country. This relates to personnel involved in, but not limited to: Aircraft recovery teams, Trauma councillors and humanitarian support, Equipment specialists, Incident management mitigation crews, Aircraft engineers, etc. j) Logistical support to role players at the accident site. k) Conduct clearance of relatives who's loved ones were involved in the aircraft incident/accident. l) Ensure that all travellers who contravened the validity of their permits are supported during the incident management period. m) Issue cross border permits / documents to all eligible travellers in accordance with the Immigration Act, specifically: Emergency Visas, Temporary Permits (Business permits, Work permits, Corporate permits, permits, Relatives permits and medical treatment permits), and Refugee and asylum papers. n) Issue emergency travel documents to all eligible RSA citizens in accordance with the SA Passport and Travel Documents Act. o) Deal with asylum seekers in terms of the Refugees Act. p) Ensure effective processing and monitoring of inadmissible or undesirable persons who were involved in the aircraft incident.
	Note: The above role and responsibility are applicable on Phase II and III.

H.3 HOSPITALS & MEDICAL FACILITIES

All RED patients requiring immediate medical attention and will be transported to Hospitals or Day Hospitals nearest to the incident site.

All Yellow casualties will be transported to hospitals further away from the accident as time allows for traveling.

All Green patients will be accommodated at the Walking Wounded Area, which will be situated at the Cape Winelands Airport Fire Station. All green patients must be monitored to ensure that their condition does not deteriorate. It's recommended that all patients MUST be transported to Hospital to ensure a clean bill of health

On arrival at the Hospital, all patients will be triaged again and offered the appropriate medical treatment.

Role	Provide medical assistance to injured survivors of an aircraft accident
Responsibilities	a) Activate the Hospital Emergency Response Plan. b) Provide the necessary personnel and hospital facilities. c) Provide the necessary medical professionals to attend to injured. d) Keep track of patients once they have been delivered to the hospital or clinic.

Hospitals within a 15km radius

Distances are approximate straight-line distances from Cape Winelands Airport on Lichtenburg Road (R312). Actual road distance and travel time may be greater.

Facility	Facility type	Approx. radius	Telephone
Mediclinic Cape Gate	Private hospital with 24-hour Emergency Centre	9–11 km	021 983 5600 021 983 5911
Mediclinic Durbanville	Private hospital with 24-hour Emergency Centre	10–12 km	021 980 2100; 021 980 2126
Kraaifontein Community Health Centre	Public community health centre—listed as operating 24 hours	9–10 km	021 987 0080
Mediclinic Durbanville Day Clinic	Private day clinic—no 24-hour Emergency Centre	10–12 km	021 980 2135 086 161 6163
Advanced Durbanville Surgical Centre	Private day hospital—no 24-hour Emergency Centre	10–12 km	021 976 0016

Public and community clinics

Facility	Area/address	Approx. radius	Telephone
Fisantekraal Community Day Centre	111 Silvertree Street, Fisantekraal	2–3 km	021 826 2200
Bloekombos Clinic	Sam Nokasela Avenue, Kraaifontein	7–9 km	021 444 5976 021 444 1092
Wallacedene Clinic	Corner La Boheme Road and Pieterson Street, Wallacedene	8–10 km	021 444 1300
Durbanville Community Day Centre	93 De Villiers Drive, Durbanville	10–11 km	021 829 8330
Scottsdene Community Day Centre	41 Eoan Avenue, Scottsdene	10–12 km	021 810 8101
Harmonie Clinic	Frans Conradie Avenue, Kraaifontein	11–13 km	021 444 0054
Brackenfell Clinic	Paradys Street, Brackenfell	13–15 km	021 400 3921 021 400 3887

Other nearby private medical centres

Facility	Area	Approx. radius	Telephone
MEDCETH Medical Centre – Fisantekraal	Greenville, Fisantekraal	3–5 km	061 149 5173
Site C Medical Centre	28 Solomon Tshuku Street, Fisantekraal	3–5 km	021 023 4628 069 029 0574

H.4 HUMAN RESOURCES DEPARTMENT

Role	Counsel passengers and staff involved in the aircraft incident Console and provide spiritual counselling to family and friends, as well as to survivors of an aircraft related accident
Responsibilities	a) As per call out procedure the HR Manager or his/her delegate will be informed of the possible emergency and/or disaster. b) HR Manager to activate HR 'Go Team'. c) Senior HR Practitioner to activate HR Officers. d) Senior HR Practitioner to activate Post Traumatic Stress Counsellor and Clergy. e) CWA counselling service provider shall be contacted to activate their trauma go-teams. f) Senior HR practitioner (religious bodies/persons to be emphasised where required). g) Local Representative to assemble at the 2nd floor information desk. h) HR officer to direct local EAP Representative via EOC for escorting purposes (HR Manager). i) HR officer to liaise with City of Cape Town Disaster Risk Management representative in the EOC for additional trauma counsellors, if required. j) Trauma team to be assembled at the ground floor information desk. k) HR officer to direct team to incident area via EOC for escorting purposes. (HR Manager). l) Provide guidance to airport and airline personnel at the walking wounded area as well as to the relatives of injured or deceased passengers. m) Provide resources and coordinate the PTSC to the following areas. i) Family and Friends Assistance Centre (Where). ii) Walking Wounded Area (Where). iii) Reconciliation Area (Where). iv) Crew Holding Area (Where). v) Recuperation and Rehabilitation Area at ARFFS building. vi) Family management of deceased or injured CWA employees. vii) Temperament management inside the EOC. n) Capture employee working hours - EMERGENCY "vs" BACK TO NORM.

I.1 INCIDENT COMMAND SYSTEM (ICS)

Purpose

The Incident Command System (ICS) provides a standard, flexible structure for managing emergencies at or near Cape Winelands Airport. It enables airport departments, emergency services, government agencies and supporting organisations to work within one coordinated management system. ICS shall be used to:

a) Protect responders, aircraft occupants and members of the public.
b) Establish clear command, control and reporting arrangements.
c) Set common incident objectives and operational priorities.
d) Coordinate personnel, vehicles, equipment and specialist resources.
e) Maintain effective communication between participating agencies.
f) Manage the incident through response, investigation, recovery and the restoration of airport operations.
g) Expand or contract according to the nature, scale and complexity of the emergency.

ICS functional structure

The ICS structure consists of five principal functional areas:

Command

a) Establish command and activate the Incident Command Post at a safe and suitable location.
b) Assess the incident, identify immediate hazards and establish response priorities.
c) Set clear incident objectives and approve the operational strategy.
d) Safeguard responders, aircraft occupants and members of the public.
e) Establish either Single Command or Unified Command, depending on the agencies and jurisdictions involved.
f) Coordinate airport departments, emergency services, government agencies and other stakeholders.
g) Approve and communicate the Incident Action Plan.
h) Ensure that public and media information is released only through the authorised communication structure.
i) Manage and approve any transfer, expansion, transition or termination of command.
j) Appoint a Safety Officer, Liaison Officer and Public Information Officer where required.
k) Obtain support from technical specialists and agency representatives according to the nature and complexity of the incident

Operations

Operations direct and coordinates tactical activities required to achieve the incident objectives. These may include:

a) Firefighting and fire suppression.
b) Aircraft rescue and occupant evacuation.
c) Emergency medical care, triage and casualty movement.
d) Hazardous-material containment.
e) Search and rescue.
f) Security, access control and traffic management.
g) Protection of exposures, infrastructure and the environment.
h) Recovery and scene-stabilisation activities.

Planning

Planning collects, evaluates and distributes incident information. It is responsible for:

a) Maintaining situational awareness.
b) Tracking resources and incident status.
c) Preparing situation reports and operational briefings.
d) Developing and documenting the Incident Action Plan.
e) Preparing maps, diagrams, forecasts and contingency plans.
f) Maintaining incident records.
g) Planning demobilisation and the transition to recovery.

Logistics

Logistics provides the personnel, equipment, facilities and services needed to support the response, including:

a) Communications systems.
b) Vehicles, equipment and extinguishing media.
c) Medical supplies and specialist resources.
d) Lighting, shelter and temporary facilities.
e) Food, water, sanitation and responder welfare.
f) Transport and staging arrangements.
g) Replacement crews and relief resources.
h) Maintenance and technical support.

Finance and Administration

a) Finance and Administration monitors and records the financial and administrative aspects of the incident, including:
b) Personnel time and attendance.
c) Procurement and emergency expenditure.
d) Equipment usage and resource costs.
e) Contracts and supplier arrangements.
f) Claims, compensation and insurance information.
g) Damage and loss records.
h) Documentation required for cost recovery, investigation and audit.
i) The full structure does not need to be activated for every incident. The Incident Commander shall establish only those functions required for the safe and effective management of the emergency.

Establishment of command

The first suitably trained and authorised responder to arrive at the scene shall establish command and remain in control until formally relieved by an appropriately qualified Incident Commander or until Unified Command is established. The initial Incident Commander shall:

a) Conduct an immediate assessment to determine the nature, location and extent of the incident.
b) Identify actual and potential hazards, persons at risk and any immediate threat to airport operations.
c) Announce the assumption of command using an appropriate incident name or radio call sign.
d) Establish the Incident Command Post in a safe, accessible and clearly identifiable location, with suitable access to communications and responding agencies.

e) Communicate the identity of the Incident Commander and the location of the Incident Command Post to ATC, the Airport Operations Centre, the ARFF Watchroom and responding agencies.
f) Establish immediate priorities, with particular attention to life safety, incident stabilisation, property protection and environmental protection.
g) Confirm the initial operational zones, access routes, staging areas and safety restrictions.
h) Request the personnel, vehicles, equipment and specialist support required to manage the incident.
i) Assign initial duties and establish clear reporting lines for arriving resources.
j) Maintain an incident log and record significant decisions, actions, hazards and resource requests.
k) Provide regular situation reports and revise the response priorities as conditions change.
l) Retain command until the incident is concluded, command is formally transferred or Unified Command is established.
m) Command shall be assigned according to the responder's training, competence, designated authority, jurisdiction and the operational needs of the incident. Rank or seniority alone does not automatically qualify a person to assume command. Any transfer of command shall include a proper briefing, be communicated to all affected agencies and be recorded in the incident log.

Airport aircraft emergencies

For an aircraft accident or emergency within Cape Winelands Airport:

a) The most senior ARFF officer initially present shall assume command of the rescue and firefighting response.
b) The ARFF Incident Commander shall establish the Incident Command Post and coordinate the immediate life-safety operations.
c) Initial priorities shall be to protect life, establish survivable conditions, control fire and hazards, support evacuation, rescue occupants and facilitate emergency medical care.
d) The ARFF Incident Commander shall brief the CWA Fire Chief, designated senior airport officer or arriving COCT fire and rescue Incident Commander when that person reaches the scene.
e) Any transfer of command shall be formal, communicated to all participating agencies and recorded.
f) Cape Winelands Airport shall retain responsibility for airport-specific matters falling within the aerodrome operator's authority.
g) The City of Cape Town Fire and Rescue Service may provide additional command capacity, personnel, appliances, water, firefighting media, hazardous-material support and technical assistance in accordance with the agreed response arrangements.
h) The arrival of a more senior officer does not automatically constitute a transfer of command. Command changes only after a formal briefing and clear acceptance by the incoming Incident Commander.

Unified Command

Unified Command should be established where:

a) More than one agency has legal or functional responsibility.
b) The incident affects more than one jurisdiction.
c) No single agency has sufficient authority or capability to manage the entire incident.
d) Fire, rescue, medical, policing, aviation, environmental or disaster-management responsibilities overlap.
e) The incident extends beyond the airport boundary.
f) The incident involves unlawful interference, terrorism, hazardous materials or significant community consequences.
g) Under Unified Command, participating authorities shall:

- ✓ Agree on common incident objectives and priorities.
- ✓ Develop one coordinated Incident Action Plan.

- ✓ Use a common operating picture.
- ✓ Coordinate resource deployment and public information.
- ✓ Maintain clear lines of supervision and accountability.
- ✓ Continue to exercise their respective legal, geographic and functional responsibilities.
- ✓ Speak through an agreed communication structure.

h) Unified Command does not remove an agency's statutory authority, responsibility or accountability. Each agency remains responsible for its own personnel and specialist functions while contributing to a single coordinated response.

Unlawful acts and suspected crime

Where an incident involves or is suspected to involve unlawful interference, terrorism, sabotage, hijacking, hostage taking or another criminal act, the South African Police Service shall exercise its statutory policing and criminal investigation responsibilities. The following principles shall apply:

a) Urgent firefighting, rescue, evacuation and lifesaving medical treatment shall not be unnecessarily delayed.
b) SAPS, ARFF, Fire and Rescue, EMS and airport management shall operate through Unified Command while concurrent responsibilities exist.
c) Operational zones and access routes shall be agreed upon and controlled.
d) Responders shall preserve evidence as far as reasonably practicable without compromising life safety.
e) Unnecessary disturbance of wreckage, baggage, cargo and other potential evidence shall be avoided.
f) Any item moved during rescue or hazard-control operations should, where practicable, be identified and its original location recorded.
g) Once lifesaving operations and immediate hazards have been addressed, control of the protected investigation scene shall be formally transferred to the appropriate investigating authority.
h) The transfer shall be communicated and documented, including the names of the officers involved and the date and time of transfer.

SAPS control of the criminal-investigation scene does not replace the authority of Fire and Rescue, EMS or other agencies over their specialist functions while active lifesaving or hazard-control operations remain necessary.

Incident management principles

The following principles shall apply to all responders:

Check-in and accountability	All responding personnel and resources shall report to the designated check-in point, staging area or Incident Command Post. Responders shall not enter the operational area until assigned. The location and status of personnel and equipment shall be tracked throughout the incident. Personnel shall remain accountable to their assigned supervisor.
Unity of command	Every responder shall report to one designated supervisor. Conflicting instructions shall be referred through the established chain of command. Agency representatives shall not independently redirect deployed resources without coordinating through the ICS structure.

Manageable span of control	Supervisors shall manage only the number of personnel or resources they can effectively direct, communicate with and account for. Additional groups, divisions, branches or supervisory positions shall be established when the span of control becomes excessive.	
Resource management	Personnel and equipment shall respond only when requested or formally dispatched. Self-dispatch and spontaneous deployment are prohibited. Unassigned resources shall report to the designated staging area. Supervisors shall report changes in resource location, status or availability. Resources shall not leave the incident until formally released or demobilised.	
Common terminology and communications	Participating agencies shall use plain language and agreed terminology. Agency-specific codes should be avoided where they may cause misunderstanding. Communication channels and call signs shall be assigned and communicated. Critical instructions and safety messages shall be acknowledged.	
Incident facilities and operational zones	Incident Command Post Staging area Casualty collection and triage area Ambulance loading point Inner and outer cordons Hot, warm and cold zones	Media briefing area Survivor reception area Family & Friends reception area Temporary mortuary or fatality-management area Responder rehabilitation area

Incident Action Plan

a) The Incident Commander or Unified Command shall establish an Incident Action Plan proportionate to the incident.

b) For a short-duration incident, the plan may initially be communicated verbally. A written IAP shall be developed when:

- ✓ The incident extends beyond one operational period.
- ✓ Multiple agencies or jurisdictions are involved.
- ✓ The incident is complex or expected to escalate.
- ✓ Formal documentation is required for safety, continuity, investigation or recovery.

c) The IAP should identify:

- ✓ Current situation and known hazards.
- ✓ Incident objectives and priorities.
- ✓ Command and organisational structure.
- ✓ Tactical assignments.
- ✓ Communication arrangements.
- ✓ Medical and responder-safety arrangements.
- ✓ Resource requirements.
- ✓ Operational zones and access controls.
- ✓ Contingency actions.
- ✓ Reporting and briefing times.
- ✓ Demobilisation arrangements.

Transfer of command

A transfer of command shall be supported by a formal briefing between the outgoing and incoming Incident Commanders. The briefing shall include the current status of the incident, known and anticipated hazards, incident objectives and priorities, actions completed or in progress, deployed and requested resources, casualty information, safety concerns, communication arrangements, participating agencies, outstanding decisions and any additional resource requirements.

Once the incoming Incident Commander has accepted command, the transfer shall be clearly announced to all affected personnel and participating agencies. ATC, the Airport Operations Centre and the EOC, where activated, shall also be informed. The names of the outgoing and incoming Incident Commanders, together with the date and time of the transfer, shall be recorded in the incident log.

Demobilisation and termination of command

Command shall ensure that resources are released in a controlled manner. Before terminating the ICS structure, the Incident Commander or Unified Command shall confirm that:

a) Lifesaving operations have been completed.
b) Immediate hazards have been controlled or transferred to a responsible authority.
c) Personnel and equipment have been accounted for.
d) Investigation and scene-control responsibilities have been handed over.
e) Operational areas have been declared safe or appropriately restricted.
f) Required records and reports have been initiated.
g) Recovery and business-continuity responsibilities have been assigned.
h) A formal stand-down message has been issued.

I.2 INCIDENT COMMANDER

Role	Assume overall co-ordinating function at the Forward Command Post The most senior Fire Officer SHALL assume Incident Command due to the nature and severity of the incident
Responsibilities	a) Coordinate activities around the aircraft accident and/or emergency. i) The maintenance of shared situational awareness by effective communication. ii) Clear planning and setting of operational priorities. iii) Direction and focus of activities in pursuit of objectives. iv) Ensuring emergency personnel have freedom and resources to carry out their role safely within the plan. b) Assume overall co-ordinating function. c) Establish effective arrangements for communications, both on the incident ground itself and to provide regular updates to central control and oncoming supporting officers. d) Establish and maintain effective liaison with other agencies, whose knowledge may be critical in helping to achieve the objectives. e) Give early consideration to welfare, both of fire crews and any other party affected by the incident. f) Prepare to brief a more senior officer using all available relevant information so that a decision can be made as to whether that officer should assume command. g) Establish support in order to provide a reporting and holding area for oncoming resources; to assist with communications from the incident ground and to document necessary information, this will be formally referred to as Command Support. h) Constantly update the risk assessment and subsequent plan based on the availability of additional information. i) Communicate plan to Sector Commanders and ensure regular updates are given and received on progress. j) Confirm the existing plan according to the agreed tactical priorities. k) Confirm the risk assessment and Tactical Mode, ensuring that safe systems of work are being utilised. l) Ensure that the requested resources are adequate and effectively deployed to reflect the tactical priorities. If the incident is under resourced a request for further assistance should be made. m) Ensure that communications are effective and well-structured informative messages have been passed on and documented. n) Review the command structure of the incident and ensure that no one is fulfilling a role beyond their experience and capability and that the spans of control of individuals remain manageable. o) Evaluate the tactical plan against all available information, ensuring that a risk vs benefit analysis is performed. p) Confirm that adequate measures have been taken to address any welfare issues that may arise from the incident. q) Maintain effective liaison with other agencies ensuring that each are working towards a common set of objectives. r) Initiate any necessary investigations as soon as practicable, ensuring that possible evidence is recovered or preserved and witness statements are taken. s) Consider any relevant points that would be of benefit during the debrief, including. t) good and bad practices, success or failure of equipment or policies and the performance of crews.

Operational Decision-Making Model

The following decision-making model shall be used by Cape Winelands Airport ARFF during aircraft incidents and other major emergencies. It provides the Incident Commander with a structured process for assessing conditions, selecting a tactical mode and reviewing whether the response remains safe and effective.

Situation Assessment

Before committing personnel, the Incident Commander shall:

a) Gather information from ATC, flight crew, witnesses, airport systems, pre-incident plans and the initial scene assessment.
b) Confirm the aircraft type, location, persons on board, fuel load, dangerous goods, fire conditions and evacuation status.
c) Identify immediate life risks, fire spread, fuel spills, pressurised systems, engines, propellers, batteries, ordnance and other aircraft-specific hazards.
d) Consider weather, wind direction, visibility, terrain, access routes and the position of responding vehicles.
e) Establish hot, warm and cold zones and identify safe approach and withdrawal routes.

Resources and Priorities

The available personnel, vehicles, extinguishing media, rescue equipment and water supply shall be compared with the demands of the incident. Where resources are insufficient, the Incident Commander shall request additional support and prioritise actions in the following order:

a) Life safety and rescue.
b) Protection of evacuation routes and survivable areas.
c) Incident stabilisation and hazard control.
d) Protection of aircraft, property, infrastructure and the environment.

Preservation of evidence, where this does not interfere with lifesaving operations.

Personnel shall not be committed to tasks that cannot be safely supported, supervised or sustained with the resources available.

Tactical Modes

The Incident Commander shall select and declare the tactical mode that best reflects the level of risk and the intended method of operation. The declared mode shall be communicated to all personnel, ATC, the ARFF Watchroom and the Incident Command Post and recorded in the incident log.

Offensive Mode

Offensive mode applies when crews are committed within the identified hazard area to conduct rescue, firefighting or other direct intervention. It may include approaching the aircraft, entering the fuselage, protecting evacuation routes, controlling fuel fires and rescuing trapped occupants.

This mode shall only be used where the expected benefit justifies the risk and crews have suitable protective equipment, extinguishing media, communications, supervision and a safe means of withdrawal.

Defensive Mode

Defensive mode applies where conditions are too dangerous for crews to enter or remain within the hazard area. Operations shall be conducted from safer positions using vehicle monitors, unmanned streams, exposure protection, isolation, evacuation and containment measures.

A defensive approach shall be adopted where there is a serious risk of structural collapse, explosion, uncontrolled fuel release, dangerous goods involvement, ammunition, battery thermal runaway or insufficient resources to support a safe offensive operation.

Transitional Mode

Transitional mode applies when the operation changes from defensive to offensive action, or from offensive to defensive action, as conditions develop. For example, external fire suppression may first be used to reduce heat and flame before crews approach the aircraft and begin rescue.

The change in mode shall be deliberate, coordinated and clearly communicated. Crews shall not enter the hazard area until conditions, resources and escape arrangements have been reassessed and confirmed as acceptable.

Divided Tactical Mode

Where an incident covers separate operational areas, different tactical modes may be applied at the same time. For example, crews may operate offensively at a protected aircraft exit while defensive operations continue around a major fuel spill or cargo fire.

Each area shall be clearly identified as a division or sector and placed under a designated supervisor. The tactical mode for each area shall be communicated and recorded to prevent crews from entering a defensive area without authority.

Developing The Tactical Plan

The Incident Commander shall develop a practical plan based on the incident objectives, identified risks and available resources. The plan shall:

a) Give priority to actions that provide the greatest lifesaving benefit.
b) Allocate sufficient personnel and equipment to each task.
c) Provide adequate extinguishing media and water replenishment.
d) Establish entry, evacuation and emergency withdrawal arrangements.
e) Maintain accountability for all personnel operating within the hazard area.
f) Provide relief crews and responder rehabilitation where operations are prolonged.
g) Include contingency actions should conditions deteriorate.

If all objectives cannot be achieved at the same time, they shall be prioritised. Attempting too many unsupported activities may weaken the response and expose personnel and casualties to unnecessary risk.

Environmental Considerations

Environmental risks shall be considered from the beginning of the response and shall not be delayed until firefighting operations are complete. The Incident Commander shall consider:

a) Contaminated firefighting-water runoff.
b) Aviation fuel entering stormwater systems, soil or watercourses.
c) Foam and other extinguishing-agent contamination.
d) Smoke, vapour and airborne pollutants.
e) Hazardous cargo or dangerous-goods releases.
f) The need for containment, recovery and specialist environmental assistance.

The relevant airport departments, municipal services and environmental authorities shall be notified where pollution has occurred or is reasonably expected.

Ongoing Review

The tactical mode and operational plan shall be reviewed whenever:

a) Fire or smoke conditions change.
b) Rescue information or casualty numbers change.
c) A new hazard is identified.
d) The aircraft structure becomes unstable.
e) Fuel, batteries or dangerous goods become involved.
f) Resources or extinguishing media become insufficient.
g) Communications are lost or personnel cannot be accounted for.
h) The expected benefit no longer justifies the risk.

Following each review, the Incident Commander shall confirm or change the tactical mode and communicate the decision to all affected personnel. No tactical mode shall remain in place simply because it was selected at the start of the incident.



I.3 INFRASTRUCTURE TECHNOLOGY

Role	Provide a standard system of initial placement for responding apparatus, personnel, and equipment prior to assignment at tactical incidents
	Coordinate activities and eliminate confusion at the Vehicle staging area
	Provide command with Information regarding resources on scene, and available
	Maintain a log of units/agencies available in the staging area and inventory all
Responsibilities	a) Ensure all FIDS display "CANCELLED" for the flight which has had the incident. b) Ensure access passwords and security codes for all printers and scanners used by airline facilities are available to authorised personnel and securely controlled, specifically: i) Emergency Operations Centre (EOC) ii) Hostage Negotiation Centre iii) Family and Friends Assistance Centre iv) Walking Wounded Area v) Reconciliation Area vi) Press/Media vii) Non-Hospitalized Crew Area viii) Local Information Centre c) Ensure a representative is dispatched to the following areas: i) Emergency Operations Centre (EOC) ii) Hostage Negotiation Centre iii) Family and Friends Assistance Centre iv) Walking Wounded Area v) Reconciliation Area vi) Press/Media vii) Non-Hospitalized Crew Area viii) Local Information Centre

J.1 JOINT MEDIA CENTRE

Role	Activate and coordinate a joint media centre located at **TBC**
	All Media Information Officers involved in the incident will coordinate all incident related information through the JMC before it is released
	Regular consolidated situation report will be issued from the JMC and copied to responding organizations
	This will be the only site from which incident related information will be released. If a local disaster has been declared, this function MAY have to be coordinated by the Head: Disaster Risk Management Centre, CCT. If this is the case, then the JMC may be transferred to an agreed- upon venue.
Responsibilities	a) Ensure that Information is gathered about the incident from Emergency Operations Centre. b) The Media Officers that shall be in attendance at the JMC are as follows: i) Airport General Manager (incident dependent). ii) Airline Media Spokesperson. iii) South African Police Service Media. iv) CCT Fire & Emergency Services. v) CCT Disaster Risk Management Centre's Media. vi) Department Foreign Affairs. vii) WCG: Emergency Medical Services. viii) WCG: Forensic Pathology Services. c) Coordinate Press releases and where all press briefings are organized. d) All incident-related information is organized for dissemination to family members. e) All incident-related information is disseminated to the media. f) The on-site media representatives are coordinated, and press briefings and on-site media logistics are organized. g) Information for internal sharing among agencies is coordinated. h) Coordinate with the Foreign Embassies Centre. i) Assist embassy staff in setting up communications. j) Supply the Department of International Relations and Cooperation (DIRCO) and Foreign Embassies with the Emergency Public Information Centre, Airport Local Information and Joint Media Centre telephone numbers. k) Coordinate activities with foreign agencies and foreign community desks. l) CWA Corporate Affairs representative function is to report to the EOC Chairperson and gather initial incident information. m) Coordinate with the involved airline's Public Relations Officer or designated representative. n) Provide initial incident information to victim families via the Family Support Centres. o) Ensure that the Airline Public Relations Officer/s representatives will respond to the Family Support Centres and disseminate relevant information relating to the incident. p) Ensure that the actual dissemination of this information will be made with the assistance of trauma counsellors and law enforcement if required by the respective airline. q) Similarly, if established, information should be provided to Airline Assistance Centre at the. r) flight's origin, destination, or other impacted communities.

M.1 MAINTENANCE & ENGINEERING

Role	Assist airside safety and Account Agent representatives with escorting emergency vehicles to the vehicle staging area
	Conduct damage assessment to infrastructure and property
	Repair infrastructure and property
	Prepare equipment and facilities in the event of an emergency
Responsibilities	a) Prepare generators and other portable lighting equipment for immediate use. b) Prepare trucks, tractors and other earthmoving equipment for immediate use. c) Valid PARTAC radio users must report to nominated RVP and escort emergency vehicles to the required staging areas. d) Follow predetermined route to the vehicle staging area. e) Setup emergency vehicles in a systematic approach at the vehicle staging area (if required). f) Ensure the restoration of utilities to critical and essential facilities, when necessary. g) Deploy staff to terminal buildings and assist passenger coordinators with setup of chairs, blankets, stretchers, pillows. h) The above equipment is available in the "AEMS STORE" located at the Fire Station, ground floor, behind the vehicle parking bays. i) Clear debris from the airfield if and/when required.

Conduct Damage Assessment Activities in the following areas:

a) Fencing and vegetation control.
b) Asphalt and concrete surfaces.
c) Wreckage and debris area.
d) Earthworks and other civil works possibly needed.
e) Apron, Runway, taxiway, & Road Markings.
f) Water reticulation, sewerage and stormwater systems.
g) Electrical Systems.
h) Building and other facilities.

Provide the following Facilities or Equipment:

a) Erect portable emergency shelters.
b) Portable lavatories / lighting / power supplies.
c) Machinery, heavy equipment.

M.2 MARITIME RESCUE COORDINATION CENTRE

Role	The Maritime Rescue Coordination Centre (MRCC), operated by the South African Maritime Safety Authority (SAMSA), provides a continuous 24-hour coordination service for maritime search and rescue incidents within the South African maritime search and rescue region.
	The MRCC receives and assesses maritime distress alerts, coordinates the response and mobilises suitable search-and-rescue resources. These may include vessels, aircraft, the National Sea Rescue Institute, emergency services, port authorities and other government or private organisations.
	The MRCC works with the Aeronautical Rescue Coordination Centre (ARCC), neighbouring rescue coordination centres and international agencies where an aircraft emergency occurs over the sea, close to the coastline or within the maritime search and rescue region.
	The MRCC forms part of SAMSA's Centre for Sea Watch and Response (CSWR). The broader CSWR supports maritime domain awareness by monitoring shipping activity, navigational safety, maritime security and threats to the marine environment.
Responsibilities	The MRCC carries out both preparedness and operational responsibilities. Preparedness duties ensure that the Centre remains ready to coordinate a response at all times, while operational duties relate to the management of actual or suspected maritime distress situations.
	The MRCC shall: a) Maintain a continuous 24-hour maritime distress-monitoring and coordination capability. b) Receive, verify and assess distress alerts, emergency reports and other maritime safety info. c) Initiate and coordinate maritime search-and-rescue operations within the South African maritime search and rescue region. d) Determine the search area, establish incident priorities and prepare or coordinate the search-and-rescue action plan. e) Mobilise and task available vessels, aircraft, rescue organisations and other suitable resources. f) Coordinate with the ARCC where an incident involves an aircraft over the sea, an aircraft ditching or uncertainty regarding whether the incident falls within the aeronautical or maritime search and rescue region. g) Maintain communication with vessels in distress, responding resources, coastal radio services and other rescue coordination centres. h) Receive and act upon maritime Emergency Position Indicating Radio Beacon (EPIRB) alerts transmitted through the Cospas-Sarsat system. i) Maintain the South African EPIRB registration database and use the registered information to support distress-alert verification and response coordination. j) Manage the South African Ship Reporting System (SAFREP) and use available vessel information to identify ships that may be able to assist during an emergency. k) Provide a Maritime Assistance Service for vessels requiring assistance where the situation may affect safety of navigation or the marine environment. l) Monitor and evaluate relevant Maritime Safety Information and arrange for navigational warnings to be issued when required. m) Maintain records of distress alerts, operational decisions, communications, deployed resources and the outcome of search-and-rescue operations. n) Coordinate with neighbouring states and international rescue coordination centres where an incident crosses or may cross search-and-rescue boundaries. o) Support the implementation of international and regional search-and-rescue agreements. p) Promote consistent maritime search-and-rescue standards and support the training and development of maritime SAR coordinators. q) Notify and coordinate with the appropriate authorities where an incident involves oil pollution, dangerous goods, maritime security or another threat to the marine environment.

Centre for Sea Watch and Response

SAMSA's Centre for Sea Watch and Response operates through three principal functional areas:

Maritime Rescue Coordination Centre	Coordinates maritime distress response and search-and-rescue operations.
Intervention	Coordinates or supports action relating to maritime incidents, vessel casualties, pollution threats and other situations requiring intervention.
Navigation	Supports navigational safety through maritime monitoring and functions associated with aids to navigation and vessel traffic services.

M.3 MEDICAL COORDINATOR

Role	Assist and activate the Mass Incident Medical Management System
	Manage the medical component of the incident
	Provide the incident commander with accurate information regarding the patients
	Establish and maintain information regarding the transport / triage and patient care
Responsibilities	a) Make rapid assessment of incident. b) Activate department MCI response plan. c) Be present in the Forward Command Post. d) Request additional units and equipment as per Mass Incident Medical Management System. e) Establish appropriate communication with hospitals & other medical facilities. f) Identify the following personnel: i) Transportation officer. ii) Treatment officer. iii) Triage officer. iv) Staging officer. g) Consult with Incident commander to ensure safe entrance and egress for EMS members. h) Coordinate all EMS operations. i) Act as liaison with other medical services / agencies. j) Assign and reassign personnel as necessary. k) Re-evaluate the need for additional equipment and staff.

M.4 MEDICAL SERVICE – AIRPORT

Role	Provide medical assistance at the Walking Wounded Area and Family and Friends Assistance Centre area
	Provide medical assistance at the scene of an incident until such time that Western Cape Government Emergency Medical Services arrive on scene and assume coordination function
Responsibilities: Family and Friends Assistance Centre	a) Operate within all internal standard operating MEDICAL procedures. b) Provide medical assistance to the Family and Friends. c) Divide the Family and Friends Assistance Centre into: d) A medical treatment area. e) Trauma counselling area. f) Ensure that post-traumatic stress counsellors and clergy provide support to family and friends. g) Provide the necessary medical professionals to attend to medical conditions. h) Ensure that medical status of each person is documented and kept for investigation purposes.
Responsibilities: Walking Wounded Area (Where)	a) Operate within all internal standard operating MEDICAL procedures. b) Provide medical care to casualties (Green Patients) that has been triaged at site as they arrive. c) Divide the Walking Wounded Area into. d) A medical treatment area. e) Trauma counselling area. f) Ensure that post-traumatic stress counsellors and clergy provide support to the survivors. g) Provide the necessary medical professionals to attend to medical conditions. h) Ensure that medical status of each person is documented and kept for investigation purposes.
Responsibilities at Incident Site	a) Airport Medical Service Provider will coordinate all emergency medical services. b) UNTIL the Western Cape Government Emergency Medical Services Officer or their deputy assumes the role. c) Grade the level of injuries, i.e. Green, Yellow, Red and Blue. d) Man the triaging area. e) Man the care area (treatment area). f) Man the ambulance (loading) transportation area. g) Establishment of the helicopter landing zone. h) Ensure record keeping and coordination of; i) Ambulance dispatching. ii) Number of patients dispatched. iii) Which hospital/ medical facility. iv) Time of dispatch. i) Make the necessary arrangements for additional medical equipment, and/or ambulances if needed. j) The Airport Medical Service Provider shall record all personal and medical information, treatment as per protocol and procedures on relevant patient report forms or other mechanisms.

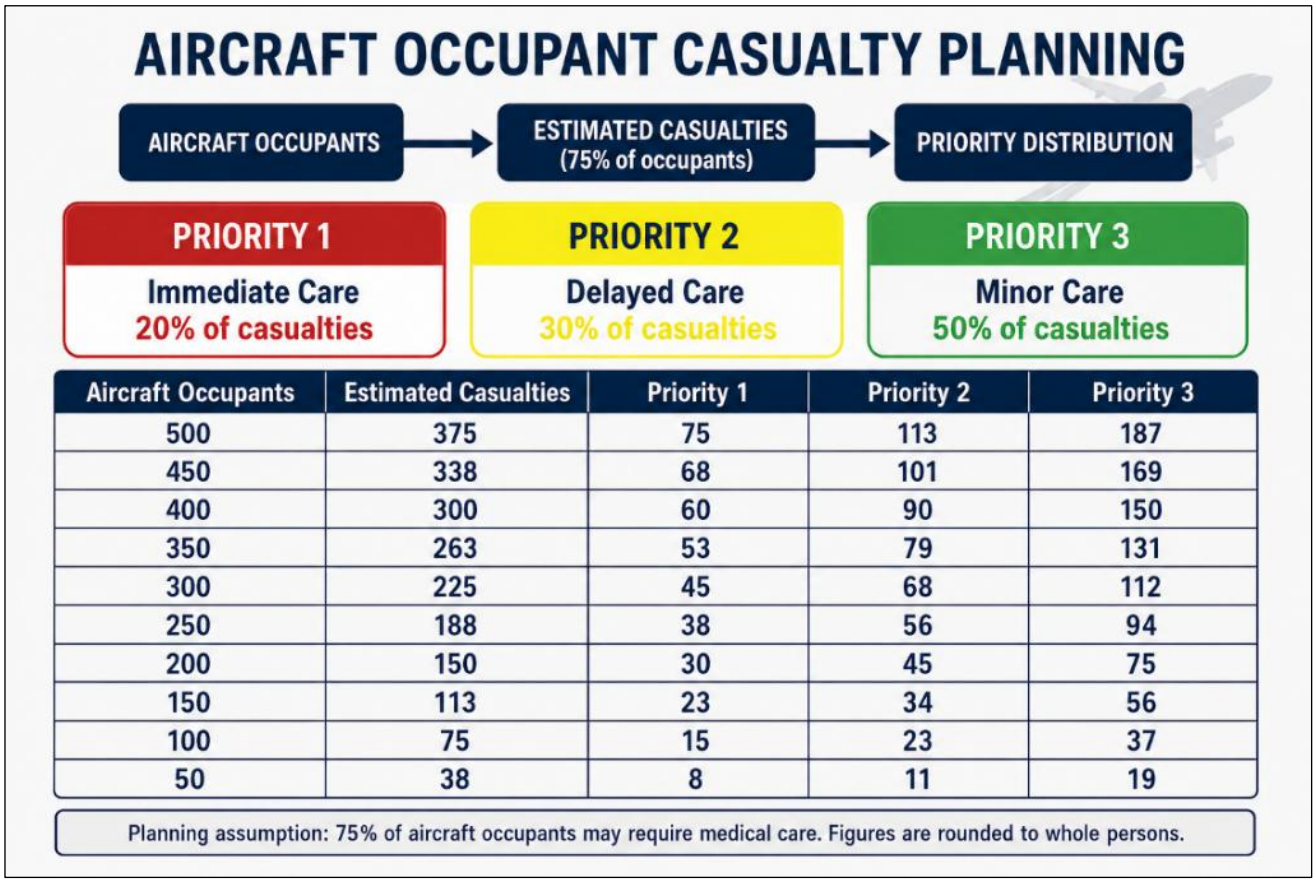
M.5 MEDICAL SERVICES - WESTERN CAPE GOVERNMENT

Role	Minimise trauma to passengers involved in an aircraft accident
	Minimise trauma to the occupants of a building, if a fire or structural failure inflict bodily harm
	Minimise trauma for all persons, injured through situations related to either an aircraft, motor car, bomb or whatever means
	Minimise medical condition of occupants of an aircraft or terminal building that is affected with an infectious disease
Responsibilities	a) Supply a representative to the Forward Command Post and assist in co-ordinating the situation at the accident site. b) WCG EMS first paramedic, or medical representative that arrives on scene, will assume the function of medical co-ordinator until more qualified persons can take oversee this role. c) WCG EMS Medical Practitioner Officer or Doctor will take command of medical activities, when on scene, within their Medical Protocol. d) WCG EMS Duty Officer will initiate Standing orders according to the Mass Incident Medical Management System / Medical Plan. e) Send a representative to the Joint Media Centre for media related concerns pertaining to status of medical condition of casualties. f) WCG EMS will coordinate all other (private) emergency medical services providers (where required), and these service providers will report to the WCG EMS Medical Officer or his deputy. g) Man the care areas – Casualty Clearing station and first Aid Post. h) Man the ambulance (loading) transportation area. i) Man the establishment of the helicopter landing zone. j) Grade the level of injuries, i.e. Green, Yellow, Red, Blue. k) Ensure record keeping and coordination of ambulance dispatching; Number of patients dispatched; which hospital/ medical facility and Time of dispatch. l) Liaise with WCG EMS control room regarding availability of medical equipment and ambulances at hand. m) Make the necessary arrangements for additional medical equipment, and/or ambulances if needed. n) WCG EMS will record all personal and medical information, treatment as per protocol and procedures on relevant patient report forms or other mechanisms. o) WCG EMS Control Room will record all times and inform the applicable Medical Facilities, etc. p) Treatment will be as per level of care needed for green, yellow and red patients. q) Injured patients will be moved from the hot zone into the proper treatment area and then transported to an appropriate medical facility. r) The responsibility for uninjured passengers (Green patients), after being cleared by Emergency Medical Services in the care (treatment) area, shall be transferred to the Bus holding Area for transportation to the Walking Wounded Area. s) The green patients may be transported to hospitals after the airlines representatives have processed their information. t) WCG EMS will continually update the FCP, EOC and DOC of movement of the injured to hospital. u) Assist with treatment of medical condition at the Airline Assistance Centres. v) Establish medical sector. w) Use Triage Tags and ensure patient tracking.

Emergencies Involving Aircraft On & Off Airport	For aircraft emergencies occurring on or off the airport, WCG EMS shall obtain relevant aircraft and casualty information from the Incident Commander, ATC or airline representative. This should include the aircraft type, persons on board, reported injuries, fuel load, dangerous goods and any known hazards that may affect medical access, treatment or casualty evacuation. Example: a) Aircraft type. b) Airline involved. c) Flight Number. d) Extent and type of problem. e) Fuel on board. f) Dangerous Cargo on board. g) Number of passengers if available. h) Expected time of arrival. i) Runway that will be used. j) Password. k) Grid reference if applicable.
Emergencies Within Airport Infrastructure, (Not Involving Aircraft)	a) Nature and/or extent of the incident. (Location, On runway, Apron, Facilities (terminal building / structures), etc., If outside airport boundaries - by giving the grid reference.) b) Phase I: No role to play unless specifically requested by ARFFS. c) Phase II: No role to play unless specifically requested by ARFFS. d) Phase III: The performing of functions depicted under responsibilities. (This document).
Unlawful Interferences: Bomb Threat, Hijack, Bomb Threat on Facilities	Not available for public release
Structural Fire: On Airport	a) Receive initial call from Airport Rescue and Fire Fighting Services. b) Obtain password. c) Proceed to the nominated Rendezvous Point on airport. d) Supply the necessary password to the Security. e) If needed, perform tasks depicted under Responsibility, or as allocated by incident coordinator.
Veld Fires	No responsibility unless circumstances dictate otherwise. In which event ARFFS will request assistance.

Maximum Casualty Estimate

For planning purposes only, up to 75% of aircraft occupants may survive with injuries requiring medical care. This estimate is based on ICAO Doc 9137, Part 7.



Aircraft Occupants	Estimated Casualties	Priority 1	Priority 2	Priority 3
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

Planning assumption: 75% of aircraft occupants may require medical care. Figures are rounded to whole persons.

The above statistics excludes the terminal building of an airport given that CWA processes approximately ..... passengers per day, excluding airport personnel from the different organizations.

M.6 MEDICAL - TRIAGE OFFICER

Western Cape Government Emergency Medical Services (WCG EMS) shall appoint a practitioner to serve as the Triage Officer. The Triage Officer shall report through the Medical Sector command structure and shall not automatically assume overall medical command.

Role	The Triage Officer is responsible for the rapid assessment, prioritisation and tracking of casualties so that limited medical resources are directed to those who need them most urgently.
Responsibilities	a) Establish triage at a safe location agreed with the Medical Incident Commander and Incident Commander. b) Coordinate primary triage near the casualty collection point, as close to the rescue area as conditions safely permit. c) Ensure that personnel enter the hot zone only when authorised and properly protected. d) Apply the approved WCG EMS mass-casualty triage system. e) Classify casualties according to clinical priority: Red – Immediate: Life-threatening injuries requiring immediate intervention and priority transport. Yellow – Urgent/Delayed: Serious injuries where treatment or transport may be briefly delayed. Green – Minor/Stable: Walking wounded or patients with minor injuries. Blue – Deceased or dying: Applied only in accordance with the current WCG EMS clinical protocol. f) Ensure that each casualty receives an approved triage tag or other authorised patient-tracking identifier. g) Record the patient's triage category, tag number, assessment findings and time of assessment. h) Direct casualties to the appropriate treatment area without delaying urgent lifesaving care. i) Continuously re-triage patients, particularly after rescue, on arrival at the treatment area, before transport and whenever their condition changes. j) Immediately communicate changes in casualty numbers, priorities or resource requirements to the Medical Incident Commander. k) Coordinate with the Treatment and Ambulance Transportation Officers to support orderly patient movement and hospital evacuation.

Triage Procedure

Following an aircraft accident, WCG EMS shall establish a Medical Sector comprising triage, treatment and ambulance transport functions. The designated Medical Incident Commander shall coordinate the overall medical response and may appoint separate Triage, Treatment and Transportation Officers according to the scale of the incident.

EMS practitioners shall conduct rapid primary triage in the field. Rescue crews or stretcher teams shall move casualties to the designated casualty collection or treatment area, provided the route is safe. Medical personnel shall not undertake technical rescue or enter an uncontrolled hazard area unless authorised.

At the treatment area, casualties shall be reassessed, stabilised within the available resources and prepared for transport. The Treatment Officer shall manage clinical care, while the Transportation Officer shall coordinate ambulance loading, hospital allocation and patient movement. A doctor may provide senior clinical oversight but does not automatically assume command merely by arriving at the scene.

Every casualty shall be identified using the approved triage tag or patient tracking system. The identifier shall be secured directly to the patient, preferably to a wrist or ankle, and shall not be attached to clothing, jewellery or removable property. The former peg-and-string ground-marking method shall only be used if it remains part of an approved WCG EMS procedure.

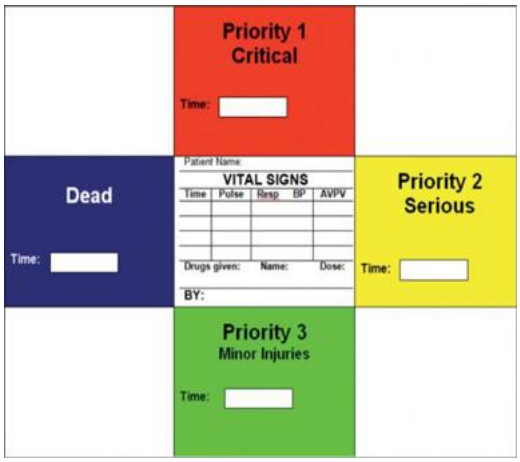
Triage is a continuing process. A patient's category may be upgraded or downgraded as their condition changes, and every change shall be recorded and communicated. Urgent treatment or transport shall never be delayed solely to complete documentation.

COLOUR	NUMBER	SYMBOL	CLASSIFICATION
Black / Blue	0	Dagger	Deceased
Red	I	Rabbit	Immediate care
Yellow	II	Tortoise	Delayed care
Green	III	Ambulance crossed out	Minor care

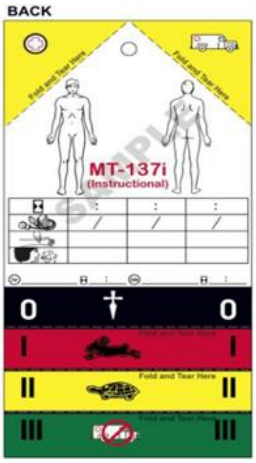
The following information should be collected at the Triage Area:

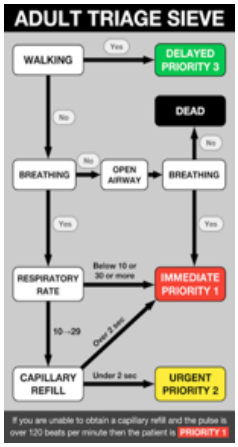
- ✓ Numbers: How many people have been found and taken to the Triage Area?
- ✓ Condition: How serious are their injuries?
- ✓ Where: To which holding area or hospitals have they been sent?

An example of the approved triage tags, which will be used in the event of an aircraft incident/accident at Cape Winelands Airport, is shown below.









MEDICAL PROCESS – AVIATION INCIDENTS

1 RESCUE & HANDOVER

ARFF rescues and moves casualties from the Hot Zone to a safe EMS handover point.

EMS enters the rescue area only when authorised and safe.

2 TRIAGE & MEDICAL SECTOR

TRIAGE

WCG EMS establishes medical coordination, triages, tags, treats and continually reassesses patients.

PRIORITY 1 • IMMEDIATE

Critical patients; urgent stabilisation and priority ambulance transport.

PRIORITY 2 • DELAYED

Serious but stable; treatment and monitored transport.

PRIORITY 3 • MINOR

Minor injuries; medical assessment, treatment and supervised movement.

Uninjured survivors are medically assessed and are not automatically classified as Green.

3 TRANSPORT & PATIENT TRACKING

WCG EMS controls ambulance staging, hospital allocation and clinical handover.

Transportation Officer records tag number, transport resource, destination and departure time.

APPROPRIATE RECEIVING HOSPITAL

For Priority 1 (Immediate) and Priority 2 (Delayed) patients.

WALKING-WOUNDED / MINOR-INJURY AREA

For Priority 3 (Minor) patients.

SURVIVOR RECEPTION AREA

Medically cleared uninjured survivors.

Airline / Airport welfare and reconciliation.

ROLE RESPONSIBILITIES

ARFF

Rescue, technical extrication, hazard control and safe handover.

WCG EMS

Medical command, triage, treatment, ambulance control and hospital liaison.

TRANSPORTATION OFFICER

Movement records and patient tracking; does not make clinical decisions.

AIRLINE / AIRPORT

Survivor reception, welfare, reconciliation and family assistance after medical clearance.

FORENSIC PATHOLOGY SERVICES

Manages deceased persons under lawful procedures; keep separate from patient transport.

MEDICAL SECTOR reports through the INCIDENT COMMAND SYSTEM

Verified casualty updates to ICP / EOC • Media releases only through authorised Public Information arrangements

M.7 MEDICAL TRANSPORTATION OFFICER

A representative of the Western Cape Government Emergency Medical Services will serve as the transportation officer and will ensure the following areas are covered:

Role	Once patients have been Triaged and Treated, they will be transported to the receiving Hospital
	The Transportation Officer shall ensure that ambulances are available to transport patients to the Hospitals
	Once a patient has been treated and prepared for transport, all known details of the patient should be logged
	Once the patient has been loaded into the ambulance the details of the Ambulance and the time of departure should be logged. This will include ambulance number / identification.
	Once the Ambulance arrives at the hospital, the time of arrival should be logged. This is to ensure that a "Chain of Evidence" can be kept for all patients.
	All information collected relating to patient's colour coding (Injury levels) should be handed to the FCP Coordinator. This information will be relayed to the EOC.
	All paperwork generated at the FCP should be kept in a safe place and forwarded to the EOC as required.
	Minimum information required is to be: a) Ambulance dispatching. b) Number of patients dispatched. c) Destination, which hospital/ medical facility. d) Time of dispatch. e) Time of arrival at the Hospital.

Triage Transportation Officer Check Sheet

NO	FUNCTION / Check Sheet	PLEASE TICK
1.	Obtain briefing from EMS Commander	
2.	Obtain transportation Officer portfolio	
3.	Don Command vest and review items in portfolio	
4.	Determine equipment and personnel needs in transportation Area	
5.	Request same from EMS Commander	
6.	Coordinate personnel assigned to transportation area	
7.	Provide and coordinate patient transport	
8.	Communicate with Area Hospitals / Relay information concerning incident to hospital	
9.	Ascertain each hospitals capabilities and number of beds available	
10.	Inform hospital of number of patients to expect and their conditions	
11.	Begin filling out HOSPITAL AND PATIENT TALLY SHEET	
12.	Consult with treatment officer and establish ambulance LOADING ZONE	
13.	Zone should have separate Entrance and exit	
14.	Advise Staging Officer of location of loading zones and best routes for access	

NO	FUNCTION / Check Sheet	PLEASE TICK
15.	Consult with Fire Commander and establish landing site for Air Support units Notify EMS Commander of location	
16.	Request ambulance from Staging Officer as needed	
17.	Notify Staging Officer of level of care required (BASIC / INTERMEDIATE / PARAMEDIC)	
18.	Coordinate routing of patients to correct ambulance	
19.	Maintain hospital transportation log	
20.	If triage tags are used, make sure tag is filled out appropriately. Keep one corner of tag	
21.	Fill out, and distribute hospital direction cards to each ambulance driver to ensure they know which hospital to go to and how to get there	
22.	Advise receiving hospital of unit responding, number of patients in unit. Brief description of patient by triage category	
23.	Do not become involved in physical task, appoint radio operator to assist if	
24.	Update hospital capabilities and patient tally sheet as patients are transported	
25.	Complete totals at conclusion of incident	
26.	Begin relieving, or reducing staff as necessary	
27.	Advise hospitals and EMS Commander when last patient is transported	
28.	Report to EMS commander for reassignment upon completion of task	

M.8 METROPOLITAN POLICE, LAW ENFORCEMENT AND TRAFFIC SERVICES

Role	City of Cape Town Metropolitan Police, Law Enforcement and Traffic Services shall support the emergency response by managing traffic, controlling public access and maintaining clear routes for emergency vehicles travelling to and from Cape Winelands Airport or an off-airport accident site.
	These services shall support SAPS with scene security, crowd control and law enforcement within their authorised powers. They shall not assume SAPS responsibility for criminal investigation, evidence management or other statutory policing functions. Where SAPS has not yet arrived, municipal officers may establish an initial cordon and protect the scene until it is formally handed over
Responsibilities	a) Dispatch suitable traffic and law-enforcement resources to the airport, accident site and affected public roads. b) Provide a representative to the Incident Command Post to coordinate traffic, access and law-enforcement requirements. c) Provide liaison to the Cape Winelands Airport Emergency Operations Centre and, when requested, the City of Cape Town Disaster Operations Centre. d) Establish and maintain emergency access routes for Fire and Rescue, EMS, SAPS and other authorised responding services. e) Maintain clear egress routes for ambulances transporting patients to receiving hospitals. f) Implement road closures, diversions, traffic-control points and temporary restrictions under the appropriate legal authority. g) Prevent members of the public and unauthorised vehicles from entering cordoned or restricted areas. h) Establish an initial outer cordon where required and coordinate its boundaries with the Incident Commander and SAPS. i) Provide traffic escorts for emergency vehicles only where necessary and operationally justified. j) Keep emergency access routes, assembly points, staging areas and ambulance routes free from congestion. k) Coordinate public-road closures and diversions with Provincial Traffic, SAPS and other affected road authorities. l) Deploy personnel at key intersections to give priority to emergency vehicles and maintain safe traffic flow. m) Notify the Incident Command Post of any blocked, unsafe or congested route and recommend a suitable alternative. n) Assist with public order and access control around terminal buildings, survivor facilities and other affected airport areas. o) Direct media representatives to the designated Joint Media Centre or media assembly area. Media access restrictions shall be coordinated with SAPS, Airport Security and the Public Information Officer. p) Maintain records of road closures, access restrictions, deployed personnel and significant operational decisions. q) Maintain traffic control until routes are reopened or the responsibility is formally handed over.

Airport Access and Egress Control

Traffic and law-enforcement resources shall be deployed at predetermined access points identified in the approved Airport Emergency Access and Traffic Management Plan. These include:

Primary emergency access point	
Secondary or alternative access point	
Ambulance egress route	
Emergency-services staging route	
Hospital transport route or key intersection	

The selected routes shall consider the incident location, wind direction, smoke, hazardous-material exposure, road conditions, traffic congestion and the movement of emergency vehicles. A route shall not continue to be used merely because it was identified in the pre-plan; the Incident Commander may change it when conditions make it unsafe or unsuitable.

On-Airport and Public-Road Authority

Cape Winelands Airport shall control access through airport gates and movement within restricted airport property through Airport Security and Airport Operations. City Traffic Services shall manage affected public roads and intersections within its authority. Where responsibilities overlap, actions shall be coordinated through the Incident Command Post.

Requests from the Emergency Operations Centre affecting tactical traffic operations shall be passed through the Incident Commander or the City representative at the Incident Command Post. This will prevent conflicting instructions being issued to officers in the field.

The terminology reflects the City's three uniformed enforcement services—Law Enforcement, Metropolitan Police and Traffic Service—which perform by-law enforcement, traffic enforceement and crime-prevention duties in support of SAPS City of Cape Town Safety and Security Directorate.

N.1 NATIONAL SEA RESCUE INSTITUTE

Role	The National Sea Rescue Institute (NSRI) is a voluntary rescue organisation that provides search-and-rescue services on coastal and inland waters. For an aircraft ditching, coastal crash or water-related emergency involving Cape Winelands Airport, the NSRI may provide rescue craft, trained rescue crews, rescue swimmers, shore-based teams and operational support.
	NSRI resources shall normally be activated and coordinated through the Maritime Rescue Coordination Centre, Aeronautical Rescue Coordination Centre, NSRI Emergency Operations Centre or the recognised emergency-services communication system. The NSRI does not automatically assume overall command of an aircraft accident or national search-and-rescue operation.
Responsibilities	a) Mobilise the most appropriate available rescue station, personnel, rescue craft, vehicles and specialist equipment. b) Search for and rescue aircraft occupants from the sea, shoreline, rivers, dams, flooded areas or other water environments. c) Assist survivors who are in life rafts, on wreckage or otherwise exposed to danger in the water. d) Deploy trained rescue swimmers and flotation equipment where conditions and operational procedures permit. e) Recover survivors from the water and transport them to a designated shore-based casualty handover point. f) Provide immediate lifesaving care within the training and authorised scope of NSRI personnel until patients are handed over to WCG EMS. g) Coordinate with the ARCC and MRCC and provide regular reports on search areas, deployed resources, persons located and changing conditions. h) Work with SAPS Water Policing and Diving Services, Fire and Rescue Services, WCG EMS, Disaster Risk Management and other participating agencies. i) Provide a suitably qualified representative or liaison officer to the Incident Command Post or Emergency Operations Centre when requested. j) Establish communication between NSRI rescue craft, shore controllers, aircraft and other search-and-rescue resources. k) Maintain accountability for all NSRI personnel and craft deployed during the operation. l) Assess sea state, weather, visibility, currents, tides, surf conditions and other hazards before committing rescue crews. m) Suspend or modify an activity where conditions present an unacceptable risk to rescuers and immediately advise the coordinating authority. n) Record significant communications, search assignments, survivor recoveries and operational decisions.

Aircraft Ditching or Coastal Accident

For an aircraft ditching or accident at sea, the NSRI may:

a) Launch rescue craft to the last known position or assigned search area.
b) Conduct visual and electronic searches for survivors, life rafts, emergency signals and floating wreckage.
c) Rescue and account for survivors found in the water.
d) Mark and report the position of wreckage, debris, fuel, dangerous goods or other hazards.
e) Assist in establishing a safe survivor landing and casualty handover point.
f) Support the transfer of casualties from rescue craft to WCG EMS.
g) Assist with shoreline searches and access to difficult coastal areas.
h) Support aeronautical and maritime search units operating under the coordinated search-and-rescue plan.

Aircraft fuel, batteries, pyrotechnics, dangerous goods, submerged wreckage and adverse sea conditions shall be treated as hazards. NSRI personnel shall not enter contaminated or otherwise unsafe areas unless properly equipped, trained and authorised.

Command and Coordination

The ARCC or MRCC remains responsible for coordinating the wider search-and-rescue mission. Where necessary, the responsible Rescue Coordination Centre may designate an On-Scene Coordinator to coordinate the resources operating in the search area.

The senior NSRI officer shall command NSRI personnel and equipment while working within the agreed search-and-rescue plan. When operating at an airport-controlled shore facility or land-based incident site, NSRI personnel shall report through the established Incident Command System.

Casualty and Fatality Management

a) Rescued patients shall be handed over to WCG EMS at the designated casualty-transfer point.
b) Available survivor information shall be recorded and passed through the authorised patient-tracking system.
c) NSRI shall not independently release survivor identities or medical information to the media.
d) The recovery of deceased persons shall be conducted only when authorised and coordinated with SAPS, Forensic Pathology Services and the responsible search-and-rescue authority.
e) The location of bodies, wreckage and personal property shall be preserved and recorded as far as practicable.
f) Lifesaving operations shall take priority over evidence preservation.

Limitations

NSRI stations are predominantly staffed by volunteers who respond when activated. The availability, response time and capability of a particular station cannot be assumed and shall be confirmed during the incident.

Potential Ditching Areas for Commercial Aircraft



Location of Coastal NSRI Stations



R.1 RENDEZVOUS POINTS

Rendezvous Points are predetermined locations where responding emergency services report, receive instructions and are organised before entering the operational area. They provide controlled access to the airport and prevent emergency vehicles from proceeding independently to the incident site.

Roles and Responsibilities	a) Identify and clearly mark primary and alternative Rendezvous Points. b) Select the appropriate point according to the incident location, access routes, wind direction, smoke, traffic and other hazards. c) Notify responding agencies which Rendezvous Point must be used. d) Deploy a trained Airport Rendezvous Officer to manage the location. e) Ensure the route remains accessible and free from obstruction. f) Coordinate airside access, security screening and vehicle escort requirements.

Point	Priority	Location	Purpose
RVP 1	Primary RVP	To be determined	Emergency vehicles assemble at this point
RVP 2	Backup / Alternative	To be determined	Emergency vehicles assemble at this point

R.2 RENDEZVOUS POINT OFFICER / PERSONNEL

The Rendezvous Officer shall manage the designated Rendezvous Point and coordinate the controlled reception, registration and onward movement of responding resources.

The Rendezvous Officer shall:

a) Establish and maintain communication with the Incident Command Post.
b) Confirm that the Rendezvous Point is safe, accessible and clearly identifiable.
c) Record the arrival of each agency, vehicle, crew and specialist resource.
d) Maintain an accurate register of resources awaiting assignment, deployed or released.
e) Confirm that personnel are authorised and appropriately equipped before permitting entry into restricted or operational areas.
f) Provide responders with an initial briefing covering known hazards, access routes, staging arrangements, safety requirements and designated communication channels.
g) Ensure that responding resources remain at the Rendezvous Point until formally assigned.
h) Arrange an authorised airside escort for personnel or vehicles unfamiliar with airport operations.
i) Direct assigned resources to the designated staging area, sector or incident location only when instructed by the Incident Command Post.
j) Prevent unauthorised personnel, vehicles and unassigned resources from entering the operational area.
k) Keep emergency access and egress routes clear and immediately report congestion, obstruction or unsafe conditions.
l) Provide regular resource-status updates to the Incident Command Post.
m) Coordinate with Airport Security and Airport Operations regarding access control, permits and vehicle movement.
n) Redirect arriving resources to an alternative Rendezvous Point when instructed or when the existing location becomes unsafe or inaccessible.
o) Support the orderly release and departure of resources following stand-down.

All responding agencies shall report to the designated Rendezvous Point unless directed otherwise through the authorised command structure. Arrival at the Rendezvous Point does not constitute deployment. Personnel and vehicles shall remain at the location until they have been recorded, briefed and assigned through the Incident Command System.

Below is an example of how emergency vehicles should be staged:



S.1 SECURITY SERVICES – CWA AVIATION SECURITY

Role	Establish and maintain effective access control.
	Record arrival times and vehicle call signs or registration numbers of participating role- players.
	Man the nominated rendezvous point.
	If required assist SAPS with the securing of accident site.
Responsibilities	a) In the event of an aircraft/aerodrome related incident requiring other role players to report to the airport), is to man the rendezvous point and keep record of the arrival times and vehicle numbers of the different organisations. b) Disseminate the password to all relevant people on call tree. c) Provide support at the cargo, baggage and personal effects centre that has been designated. d) Provide support at the nominated salvage sites for aircraft wreckage and/or structural salvage. e) Provide law enforcement and consult with the airline concerned as well as the duty manager to secure the airline assistance centres – i.e. i) Emergency Operations Centre (EOC) ii) Hostage Negotiation Centre iii) Family and Friends Assistance Centre iv) Walking Wounded Area v) Reconciliation Area vi) Press/Media Centre vii) Non-Hospitalized Crew Area viii) Local Information Centre ix) Airline offices f) Ensure search procedures are followed where applicable in the above areas. g) Escort Family and Friends members from **TBC** h) Duties for the different types of incidents are depicted below

Phase I	a) Monitor situation. b) If situation deteriorates follow guidelines for Phase II.
Phase II	a) Monitor situation. b) If situation deteriorates follow guidelines for Phase III.
Phase III	a) Obtain password from security control room. b) Report and secure Emergency Operations Centre. c) Ensure the gates to the nominated Rendezvous Point is manned and opened for the responding emergency services. d) Man, gate and control access and await further instruction from EOC and/or FCP. e) Keep proper record of arriving times of support services, appliances and personnel as determined below, but not limited to: i) CCT Fire & Emergency Services. ii) Western Cape Government Ambulance Services. iii) NetCare 911 Ambulance Services. iv) ER24 Ambulance Services. v) South African Police Service. vi) Dog Unit. vii) Explosive Unit. viii) Special Task Force. ix) South African Defence Force. x) Forensic Pathology Services. xi) CCT & Provincial Traffic Services. xii) CCT & Provincial Disaster Risk Management

At The Emergency, Incident or Accident Site	a) Ensure that Security personnel are deployed at perimeter fence gates. b) Ensure that Security personnel are deployed at security checkpoints to obtain information from involved persons to assist the Airline and Police in their investigation. c) Assist in the protection of evidence, baggage, cargo and personal effects until the SAPS are in a position to take over the responsibility.
In The Terminal Building	a) Monitor, patrol and secure terminal building to maintain law and order thereby assisting the Operations Coordinators Department and Airline in dealing with the reception of Family & Friends, press and other airline requirements. b) Ensure the following areas are located and secured: i) Emergency Operations Centre (EOC) ii) Hostage Negotiation Centre iii) Family and Friends Assistance Centre iv) Walking Wounded Area v) Reconciliation Area vi) Press/Media Centre vii) Non-Hospitalized Crew Area viii) Local Information Centre ix) Airline offices
Media Centre	a) Deploy sufficient security personnel at the Media Centre information counters to support Information Assistants and manage enquiries from members of the public. b) Control access to the Media Centre and permit entry only to authorised media representatives, airport personnel and approved emergency officials. c) Maintain orderly movement within and around the Media Centre and prevent interference with emergency operations. d) Liaise with the South African Police Service (SAPS) to provide security personnel at the Emergency Operations Centre (EOC) and Local Incident Command Centre (LICC). e) Ensure that access points to the EOC and LICC are controlled and that all persons entering are identified, authorised and recorded. f) Prevent unauthorised persons, media representatives and members of the public from entering restricted operational areas. g) Report security concerns, suspicious activity or access-control breaches immediately through the established incident command structure.
Acts of Unlawful Interference: Bomb Threat, Hijacks; Bomb Threat on Facilities	**Not available for public release**

Institutions to be Contacted by Security

No	Institution / Agency	Telephone No
	TBC	TBC

S.2 SECURITY SERVICES CONTRACT COMPANY

Role	Establish and maintain effective access & egress control.
	Record arrival times and registration numbers of participating role-players.
	Man the nominated rendezvous point.
Responsibilities	a) Request password from CWA Security Control for access of responding emergency services. b) Request password from responding emergency services. c) The Department shall be responsible for securing all airport gates and coordinating access at entry points. d) Be responsible for perimeter control around the airport. e) Act as Dispatch Officers at the Rendezvous Point if required. f) Provide support at the cargo, baggage and personal affects centre that has been designated. g) Provide support at the nominated salvage sites for aircraft wreckage and/or structural salvage.

S.3 SOUTH AFRICAN CIVIL AVIATION AUTHORITY

Aircraft accident investigations, deployment of investigators to wreckage storage or salvage sites, control of evidence and release of aircraft wreckage should be assigned to the SACAA Accident and Incident Investigations Division (AIID), or any successor independent investigation authority designated under South African law.

These are investigation functions and should not be described as ordinary SACAA aerodrome-oversight duties. The purpose of such investigations is accident prevention, not the assignment of blame or liability.

Role	The Civil Aviation Act, 2009, (Act No.13 of 2009) provided for the establishment of a stand- alone authority mandated with controlling, promoting, regulating, supporting, developing and enforcing continuous improvement into the levels of safety and security throughout the civil aviation industry.
	It reflects the Government's priorities and is in line with international trends in the aviation world.
	Ensure that aerodromes conform to the requirements of the South African Civil Aviation Regulations.
Responsibilities	The SACAA Accident and Incident Investigations Division (AIID), or the legally designated accident-investigation authority, shall: a) Deploy authorised investigators following notification of an aircraft accident or serious incident at or near Cape Winelands Airport. b) Assume control of the safety investigation and coordinate all investigative activities in accordance with applicable South African legislation and ICAO Annex 13. c) Establish the investigation requirements for securing the accident site, preserving evidence and controlling access to the aircraft wreckage. d) Examine and document the accident site, aircraft wreckage, flight recorders, operational records and other evidence relevant to the investigation. e) Interview flight crew, air traffic controllers, emergency responders, witnesses and other persons who may provide relevant information. f) Coordinate with SAPS, airport management, emergency services, aircraft operators, manufacturers and other authorised parties without compromising the independence of the investigation. g) Authorise the removal of aircraft wreckage from the accident site after the evidence required at the scene has been documented and secured. h) Deploy investigators to the designated wreckage recovery or storage facility when further examination of the aircraft is required. i) Maintain control of aircraft wreckage, components, records and other evidence retained for investigation purposes. j) Determine when the aircraft wreckage, components or other retained property may be released to the registered owner, operator, insurer or authorised representative. k) Issue safety recommendations or urgent safety notices where immediate action may help prevent a similar occurrence. l) Prepare and publish investigation reports in accordance with the applicable legal and regulatory requirements. The investigation shall be conducted for the purpose of identifying causes and contributing factors and preventing future accidents or incidents. It shall not be conducted to assign blame or determine civil or criminal liability.

S.4 SOUTH AFRICAN NATIONAL DEFENCE FORCE

Role	The South African National Defence Force may provide specialised personnel, equipment, medical, engineering, aviation and logistical support during a major aircraft accident or airport emergency when formally requested and lawfully activated.
	When deployed in support of law enforcement, SANDF personnel shall operate in cooperation with and in support of the South African Police Service (SAPS).
	At the incident, SANDF resources shall be incorporated into the established Incident Command System and assigned tasks appropriate to their capabilities and legal authority.
Responsibilities: Activation and Command	a) SANDF assistance shall be requested through the applicable government and disaster-management activation arrangements. The SANDF should not be treated as an automatic first responder under the EPRP. b) On arrival, the senior SANDF representative shall report to the Incident Command Post and confirm the personnel, vehicles, aircraft, medical resources and specialist capabilities available. c) SANDF resources shall operate under their own internal command arrangements while carrying out tasks coordinated through the Incident Commander or the relevant Incident Command System section. d) Where the SANDF is supporting law-enforcement activities, its personnel shall cooperate with SAPS and act within the authority and conditions of the approved deployment.
Site Security and Access Control	a) Assist SAPS in establishing and maintaining the outer cordon, access-control points and security around the accident site when requested. b) Prevent unauthorised persons from entering restricted areas and direct authorised personnel through the established access-control process. c) Support the protection of critical airport infrastructure, emergency routes, temporary facilities and designated wreckage-storage areas. d) Report any security breach, suspicious activity or interference with evidence immediately to SAPS and the Incident Commander.
Rescue and Medical Support	a) Provide trained medical, rescue or evacuation personnel when requested and when these resources are included in the authorised deployment. b) Assist with casualty movement from designated collection points to the triage or treatment area under the direction of the responsible rescue or medical officer. c) Provide stretcher-bearing teams and support the safe loading of patients into ambulances or evacuation aircraft. d) Support WCG Emergency Medical Services with field medical facilities, tents, lighting, power, water and other available resources. e) Provide military ambulance or aeromedical evacuation support where authorised and operationally available.
Logistical and Engineering Support	a) Provide temporary shelters, tents and infrastructure for triage, treatment, responder welfare, command or temporary mortuary functions when requested. b) Assist with lighting, power generation, communications, transport, lifting capability, earth-moving equipment and other specialist resources available to the SANDF. c) Support the establishment and maintenance of the Forward Command Post, helicopter landing zone, ambulance loading area and other designated emergency facilities. d) Assist with route clearance, difficult-terrain access and the movement of essential personnel, equipment and supplies.

Wreckage and Evidence Protection	a) Assist SAPS and the designated aircraft accident-investigation authority in protecting aircraft wreckage and other evidence from disturbance, removal, contamination or unauthorised access. b) Do not move aircraft wreckage, personal property, human remains or potential evidence unless movement is necessary to save life or is authorised by the responsible investigating authority. c) SANDF personnel shall not independently search for, remove or take custody of the Cockpit Voice Recorder or Flight Data Recorder. d) If either flight recorder or any other significant aircraft component is located, the position shall be protected and immediately reported to the Investigator-in-Charge and SAPS. Recovery shall take place only under authorised direction.
Fatality Management Support	a) Assist with the marking and protection of locations where deceased persons are found only when requested and under the direction of SAPS, forensic pathology services or the Disaster Victim Identification commander. b) Support the movement of human remains only when specifically authorised and carried out in accordance with evidence-preservation and identification procedures. c) Provide available tents, lighting, refrigeration, transport or other logistical resources to support temporary mortuary and Disaster Victim Identification operations.
Aviation Support	a) Provide military helicopter or fixed-wing support for reconnaissance, casualty evacuation, personnel transport or delivery of emergency supplies when authorised and available. b) Coordinate all military aircraft movements with Air Traffic Control and the designated aviation operations representative. c) Assist with establishing, marking and securing a helicopter landing zone where required
Humanitarian and Welfare Support	a) Provide chaplaincy, religious support, psychological first aid or trauma-support services through suitably qualified SANDF personnel when requested. b) Support the welfare of survivors, affected families and responders without interfering with the responsibilities of the designated family-assistance and medical services. c) SANDF personnel shall not release casualty information or operational details to the media or public. All communication shall follow the approved EPRP public-information arrangements.
Demobilisation	a) The senior SANDF representative shall coordinate the phased withdrawal of military resources with the Incident Commander and the authority responsible for the deployment. b) Before leaving, SANDF personnel shall account for assigned staff and equipment, hand over outstanding responsibilities and provide relevant operational records. c) Any observations or lessons identified during the response shall be submitted for inclusion in the incident debrief and after-action review.

S.5 SOUTH AFRICAN POLICE SERVICES

Role	The South African Police Service is responsible for maintaining law and order, protecting life and property, securing the accident site and investigating any suspected criminal activity or act of unlawful interference.
	SAPS shall support the Incident Command System while retaining authority over policing, crime-scene management and criminal investigations. The aviation safety investigation remains the responsibility of the designated aircraft accident and incident investigation authority.
Responsibilities	a) Act as Incident Commander for accident involving: i) Hijacking. ii) Bomb Threats. iii) Hostage Negotiations. iv) Any other unlawful act of aggression. b) The SAPS Control Room shall ensure that the password is distributed to all responding units. (as per SAPS call out procedure). c) The South African Police Service shall send a representative to: i) Joint Media Centre. ii) Emergency Operations Centre. iii) Forward Command Post. d) Establish a cordon around the accident site i.e.: Outer and Inner Perimeter, as well as the Hot Zone.

Outer Cordon (Restricted Area)	The on-field security area separates emergency personnel, vehicles and equipment from members of the public and other persons who are not involved in the response. It will normally include the affected portion of the fenced airside area at Cape Winelands Airport. CWA's contracted security service provider shall normally control and safeguard this area. SAPS shall provide support when additional security, crowd control, law-enforcement action or the protection of an accident scene and potential evidence is required. SAPS shall: a) Assist CWA Security in establishing and maintaining the required security cordons. b) Prevent unauthorised persons from entering the emergency operational area. c) Support access control at designated entry and exit points. d) Remove or detain persons who unlawfully enter or interfere with emergency operations. e) Protect the accident site, aircraft wreckage, personal property and potential evidence. f) Coordinate on-field policing and security requirements through the Incident Command Post.
Inner Cordon (Safe Area)	The inner cordon is the restricted area immediately surrounding the aircraft accident or emergency site. Rescue, firefighting, casualty management and investigation activities may be conducted within this area. SAPS shall: a) Establish and secure the inner cordon in consultation with the Incident Commander, Safety Officer and aviation Investigator-in-Charge. b) Permit entry only to authorised emergency responders, investigators and specialists who have an operational reason to enter. c) Verify the identity and authority of each person before allowing access. d) Maintain an access register recording each person's name, organisation, purpose, time of entry and time of departure. e) Prevent members of the public, media and other unauthorised persons from entering the restricted area.

	f) Protect aircraft wreckage, human remains, personal property and other potential evidence from disturbance, contamination, theft or removal. g) Ensure that entry into any hot or warm zone is permitted only with approval from the responsible operational commander and when the required personal protective equipment is worn. h) Maintain the cordon until it is formally reduced, relocated or released by the responsible authority. The inner cordon shall not be regarded as a safe area. It may contain fire, fuel, hazardous materials, unstable wreckage and other operational hazards.
Danger / Hot Zone	a) The hot zone is a clearly identified area within the inner cordon where an immediate or significant danger exists. Hazards may include: i) Fire, heat, smoke or explosion. ii) Aviation fuel or other flammable substances. iii) Hazardous chemicals or dangerous goods. vi) Biological or infectious material. v) Radioactive material. vi) Live ammunition or explosive devices. vii) Unstable aircraft wreckage, buildings or structures. viii) Electrical, mechanical or pressurised systems. ix) Any other condition capable of causing death, injury, contamination or illness. b) The hot zone is not a safe working area. Its boundaries shall be determined by the Incident Commander or responsible Operations Commander, with advice from the Safety Officer and relevant technical specialists. c) Only personnel who have been specifically authorised, appropriately trained and provided with the required personal protective equipment may enter. Police identification or authority alone does not permit entry into the hot zone. d) SAPS Access and Safety i) Position personnel outside the hot zone wherever their policing duties can be performed without entering the hazardous area. ii) Enter the hot zone only when there is an essential operational requirement and approval has been obtained from the responsible Operations Commander. iii) Comply with all safety briefings, access-control arrangements, personal protective equipment requirements and decontamination procedures. vi) Maintain communication with the Incident Command Post and immediately report any identified criminal, security or evidence-related concern. v) Ensure that SAPS personnel do not obstruct firefighting, rescue, casualty removal or hazardous-material operations. e) Protection of the Accident Scene i) SAPS shall secure the accident site and prevent unauthorised access, interference, theft, contamination or disturbance of evidence. ii) The location of aircraft wreckage, human remains and personal effects shall not be disturbed unless movement is necessary to save life, control an immediate hazard or has been authorised by the responsible authority. iii) Where an item must be moved urgently, its original location and condition should be recorded as far as circumstances safely permit. vi) SAPS shall coordinate crime-scene activities with the aviation Investigator-in-Charge, Forensic Pathology Services and the Disaster Victim Identification team. f) Deceased Persons i) SAPS may assist with protecting and recording locations where deceased persons or human remains are found.

ii) Marking, photographing or moving human remains shall be undertaken only under the direction of the authorised Forensic Pathology Services, Disaster Victim Identification commander or aviation Investigator-in-Charge.
iii) No human remains shall be moved solely for operational convenience. Lifesaving and immediate safety requirements shall, however, take priority during the rescue phase.
iv) Photographs and records shall be treated as restricted evidence and shall not be shared through personal devices, social media or unauthorised communication channels.

g) Flight Recorders and Aircraft Evidence
i) The Cockpit Voice Recorder and Flight Data Recorder shall be treated as protected aircraft-investigation evidence.
ii) SAPS shall not automatically take possession of a flight recorder merely because it has been located or identified.
iii) When a recorder is found, SAPS shall protect its location and immediately notify the aviation Investigator-in-Charge.
iv) Recovery and custody shall be managed under the direction of the designated aircraft accident-investigation authority.
v) Where SAPS must temporarily secure a recorder to prevent its loss, theft or destruction, its condition, location, recovery and every transfer of custody shall be fully documented.
vi) SAPS shall not open, examine, download or release information from a flight recorder unless legally authorised.

h) Wreckage, Cargo and Personal Property
i) Protect aircraft wreckage, baggage, cargo, mail, valuables and passengers' personal effects against theft, damage, interference or unauthorised removal.
ii) Secure the designated baggage, cargo and personal-effects holding areas and maintain controlled access to them.
iii) Ensure that property recovered from the accident is labelled, recorded and stored in a manner that preserves identification and continuity of possession.
iv) Keep accident-related baggage, cargo and personal effects separate from unaffected property.
v) Maintain appropriate evidence and property registers, including details of recovery, storage, examination, transfer and release.
vii) Permit the release of property only after clearance has been obtained from the authority legally responsible for the relevant criminal, forensic or aviation safety investigation.

i) Specialist SAPS Resources: The senior SAPS commander may request appropriate specialist resources according to the nature and scale of the emergency. These may include:
i) Public Order Policing.
ii) Visible Policing and Flying Squad.
iii) K9 Unit.
iv) Explosives specialists or Bomb Disposal Unit.
v) Local Criminal Record Centre and forensic crime-scene personnel.
vi) Detective Services.
vii) Serious and Organised Crime Investigation.
viii) Air Wing.
ix) Hostage Negotiation Team.
x) National Intervention Unit.
xi) Special Task Force.
xii) Disaster Victim Identification personnel.

The deployment of specialist units shall be based on the incident risk, operational requirements and lawful SAPS activation procedures. The list above does not indicate an order of priority, and not every unit will be required for every emergency.

Phase I	No role to play, unless activated by the most senior officer within the Aviation Rescue Fire Fighting Service. (incident dependant).
Phase II	No role to play accept, be on standby and to monitor the incident until the standby is cancelled. However, may be activated by the most senior officer within the Aviation Rescue Fire Fighting Service (incident dependant).
Phase III Aircraft Accident On or Off Airport	**Not available for public release**
Unlawful Interference: Bomb Threat On Aircraft	**Not available for public release**
Unlawful Interference: Bomb Threat on Structures or Facilities	**Not available for public release**
Threat Verification	**Not available for public release**
General Threat	**Not available for public release**
Unlawful Interference: Hijack	**Not available for public release**
Unlawful Interference: Unattended Bag (Suspicious Bag)	**Not available for public release**
Scene Management & Investigation	**Not available for public release**
Unlawful Interference: Unruly Passenger	**Not available for public release**
Unlawful Interference: Perimeter Intrusion	**Not available for public release**
Unlawful Interference: Active Shooter	**Not available for public release**
Airport Unarmed Security	**Not available for public release**
Unlawful Interference: Armed Robbery at Cargo Sector	**Not available for public release**
Unlawful Interference: Crime Scenes	**Not available for public release**

S.6 SOUTH AFRICAN SEARCH AND RESCUE (SASAR)

Role	The South African Search and Rescue Organisation coordinates aeronautical search and rescue services within South Africa's area of responsibility. Its purpose is to locate aircraft and persons in distress, assist survivors and coordinate rescue resources to minimise loss of life and injury.
	For an aviation emergency involving Cape Winelands Airport, aeronautical search and rescue activities shall be coordinated through the Aeronautical Rescue Coordination Centre (ARCC). SASAR is principally a coordinating organisation and should not be described as a single operational response unit.
	SASAR's role applies mainly when: a) An aircraft is overdue, missing or believed to have made a forced landing. b) The accident location is unknown or difficult to reach. c) A search extends beyond the airport boundary or requires several agencies, aircraft or specialist resources. d) Survivors require rescue from remote or inaccessible terrain.
	Once the accident location is confirmed and local emergency services have established effective command, activities at the site shall be managed through the applicable Incident Command System. The ARCC shall continue coordinating the wider search and rescue mission until all persons are accounted for and search and rescue assistance is no longer required.
Responsibilities	a) Coordinate a prompt and effective aeronautical search and rescue response for aircraft and persons reported to be in distress. b) Minimise the time spent searching by using available flight information, radar data, emergency locator transmitter information, satellite distress alerts, communication records and other relevant technology. c) Coordinate participating government departments, emergency services, aviation organisations, voluntary organisations and specialist search and rescue resources. d) Promote the efficient use of available aircraft, personnel, vehicles, communication systems and rescue equipment. e) Facilitate cooperation between aeronautical and maritime search and rescue authorities when an occurrence may involve both areas of responsibility. f) Cooperate with provincial and municipal disaster-management structures and other emergency-management agencies. g) Promote regional and international cooperation where a search may extend into or affect a neighbouring search and rescue region. h) Apply the applicable provisions of the South African Maritime and Aeronautical Search and Rescue Act, ICAO Annex 12 and relevant national search and rescue procedures. i) Support training, exercises and the continued development of national and regional search and rescue capability.

Designation	Responsibility
Rescue Coordination Centre Chief	a) Ensure that an appropriately staffed and equipped Rescue Coordination Centre is maintained for the assigned search and rescue region. b) Establish or recommend Rescue Sub-Centres where direct and effective coordination cannot reasonably be maintained from the RCC. c) Ensure that the RCC and any Rescue Sub-Centres follow approved national and international search and rescue procedures.

	d) Maintain liaison arrangements with Air Traffic Services, aerodromes, aircraft operators, emergency services, the SANDF, SAPS, disaster-management authorities and organisations capable of providing search and rescue assistance. e) Maintain coordination arrangements with neighbouring rescue coordination centres and other States where joint operations may be required. f) Ensure that appropriate communication systems, contact information and operational procedures are available and regularly tested. g) Appoint a suitably qualified Search and Rescue Mission Coordinator for each search and rescue operation. h) Ensure that each mission is monitored until the operation has been completed, suspended or transferred to another responsible authority. i) Resolve coordination responsibility when a search occurs near the boundary of another search and rescue region. j) Ensure that search and rescue plans, procedures, resource directories and contact details are prepared, distributed, exercised and kept current.
Search and Rescue Mission Coordinator	a) Assess the available information and determine the urgency, extent and likely location of the emergency. b) Develop and update the search action plan, including search areas, resource assignments, communication arrangements and reporting requirements. c) Request and coordinate appropriate search and rescue resources. d) Brief participating units on the mission, hazards, search patterns, communication procedures and reporting arrangements. e) Monitor the position, safety and progress of deployed search and rescue units. f) Maintain regular liaison with the Cape Winelands Airport Incident Commander when the occurrence affects airport operations or the surrounding area. g) Arrange for the transfer of survivors to the appropriate medical and reception services. h) Keep the ARCC Chief and relevant authorities informed of significant developments. i) Recommend continuation, expansion, suspension or termination of the mission based on the available information and search results. j) Complete the required mission records and participate in the post-operation review.
Cape Winelands Airport	a) Notify Air Traffic Services and the ARCC immediately when an aircraft is overdue, missing, in distress or believed to have crashed outside the visible airport response area. b) Provide available information, including the aircraft registration, type, call sign, persons on board, fuel endurance, route, last known position and dangerous goods information. c) Activate the EPRP and local emergency services when the occurrence may affect the airport or its surrounding response area. d) Establish an Incident Command Post when the accident site is known and accessible to local emergency services. e) Provide the ARCC with regular updates regarding the location of the aircraft, survivors, hazards and resources operating at the scene. f) Ensure that search and rescue operations are coordinated with air traffic, airport operations and any restrictions affecting the use of Cape Winelands Airport. g) Preserve all relevant records for the subsequent safety investigation

S.7 STATE SECURITY AGENCY

Role	Provide critical and unique intelligence that alerts government, and its partners of threats and opportunities.
	Ensure a secure environment that will promote, and foster government initiatives geared to attain and sustain a society free from fear and want.
	Develop and nurture a professional and dedicated workforce that is beyond reproach.
Responsibilities	a) Provides government with intelligence on domestic threats or potential threats to national stability, the constitutional order, and the safety and well-being of South African Citizens. b) Provide policy advice to counter threats, or potential threats. c) The State Security Service responsibility is as follows: d) Defensive: advises government institutions on security measures. e) Offensive: Identifies monitors and neutralises foreign or hostile intelligence services that seek to gain access to classified information. f) The legal mandate of the State Security Agency is stipulated in the National Strategic Intelligence Act, Act 39 of 1994. g) In terms of the above legislation, SSA has the responsibility for: i) Domestic Intelligence ii) Counterintelligence iii) Personnel security iv) Physical security v) ICT Security vi) Departmental Intelligence. h) Border Control Systems. i) Effectiveness of systems ii) Security of documentation and procedures iii) Ports of Entry and borderline integrity iv) International, official, informal, and illegal Ports of Entry v) External factors vi) Foreign developments i) Border intelligence is concerned with any activity, that impacts on the security of our borders.

T.1 TRAFFIC SERVICE CITY OF CAPE TOWN TRAFFIC SERVICE

Role	Assist the South African Police Service (SAPS) at the accident scene or, in their absence, take over the responsibility.
	Ensure the free flow of traffic on all City, Provincial and National routes.
	Ensure a safe passage for emergency vehicles needed at the scene.
	Send a representative to the CCT Disaster Operations Centre (DOC) or to the WC DMC, if activated.
Responsibilities	a) Secure or assist the SAPS at the accident scene and prevent any spectators from disrupting the secured site. b) Implement the Incident Management System (IMS) at the scene. c) City Traffic will act as a support service to the Incident Command with all other role players involved. d) Close and monitor all access routes to and from the accident scene where necessary. e) Escort emergency vehicles to the scene or hospitals if required. f) CCT Traffic services will maintain effective traffic control on all routes. g) Act as liaison between Provincial and National Traffic Services and shall include the support of the Traffic Management Centre. h) Ensure that the communication channels are secured with all the role players involved at the accident scene. i) Provide quality services (law enforcement, logistics and administration. j) Reduce traffic offence rates and accident rates; and. k) Improve management practices.

T.2 TRAFFIC SERVICES / PROVINCIAL TRAFFIC SERVICE

Roles and Responsibilities	Traffic Services and the Provincial Traffic Service are responsible for managing road traffic affected by an airport emergency or aircraft accident.
	Their primary role is to maintain safe access for responding emergency vehicles, control congestion and protect road users around Cape Winelands Airport and any off-airport accident site.
	Traffic Services shall operate in coordination with SAPS, the relevant municipal traffic service, the Provincial Disaster Management Centre and the established Incident Command System.
	SAPS retains responsibility for law enforcement and security at the secured accident scene, while Traffic Services manages traffic movement and road access outside the controlled site.

Activation and Coordination	a) Deploy resources when requested through the approved EPRP notification and call-out arrangements. b) Send a senior representative to the Incident Command Post or relevant coordination centre when required. c) Confirm the number and location of available officers, patrol vehicles, barriers, warning signs and other traffic-management resources. d) Establish communication with SAPS, CWA Operations, emergency services and the relevant road authority. e) Implement traffic-control measures in accordance with the priorities established by the Incident Commander and SAPS commander.
Emergency Access Routes	a) Identify and secure the most suitable routes for fire, rescue, ambulance, police and other emergency vehicles responding to the incident. b) Keep emergency access and evacuation routes clear of traffic, parked vehicles, spectators and other obstructions. c) Establish priority movement for emergency vehicles approaching or leaving Cape Winelands Airport. d) Position officers at critical intersections, access roads and airport gates to prevent delays. e) Assist responding agencies that are unfamiliar with the airport by directing them to the designated Rendezvous Point. f) Maintain access for supplementary resources, including ambulances, heavy recovery vehicles, cranes and hazardous-materials units.
Traffic Control and Diversions	a) Establish road closures, traffic diversions and temporary one-way routes when required for public and responder safety. b) Divert normal traffic away from the accident site, emergency access routes and restricted airport areas. c) Prevent motorists from stopping near the accident site or obstructing emergency operations. d) Manage congestion caused by emergency vehicles, spectators, media representatives or disrupted airport traffic. e) Place suitable barriers, warning signs, cones and traffic-control personnel at all road closures and diversion points. f) Review diversions regularly and adjust them as the incident develops.
Off-Airport Aircraft Accidents	For an aircraft accident outside the airport boundary, Traffic Services shall: a) Establish traffic-control points on roads leading to the accident site. b) Keep the final approach routes to the site open for emergency and specialist vehicles. c) Support SAPS in establishing an outer traffic cordon while remaining outside the secured evidence area unless authorised to enter.

	d) Identify suitable access and exit routes for ambulances, including a separate route where possible to prevent opposing traffic flows. e) Coordinate road access for rescue equipment, mobile command facilities, buses, cranes and aircraft-recovery vehicles. f) Report damaged roads, bridges, flooding, restricted clearances or other conditions that may delay heavy emergency vehicles.
Public and Media Traffic	a) Direct members of the public away from restricted areas and hazardous routes. b) Prevent spectator vehicles from blocking emergency access roads or gathering near the accident site. c) Direct media vehicles to the designated Joint Media Centre or approved media parking area. d) Support the controlled movement of buses transporting uninjured survivors, relatives or other affected persons. e) Refer security incidents, unlawful entry and persons refusing lawful instructions to SAPS.
Casualty Transportation Routes	a) Establish clear routes between the accident site, ambulance loading area and receiving hospitals. b) Give ambulances and other authorised casualty-transport vehicles priority movement. c) Coordinate traffic control at hospital approaches when requested and operationally practicable. d) Keep ambulance routes separate from public, media and heavy-recovery traffic wherever possible. e) Immediately report any road closure or congestion that could delay casualty transportation to the Incident Command Post.
Road Safety and Incident Hazards	a) Assess risks to road users arising from smoke, fire, debris, fuel spills, emergency activity or reduced visibility. b) Close or restrict roads where aircraft wreckage, hazardous materials or emergency operations present a danger. c) Ensure that deployed traffic officers remain outside hot or warm zones unless entry is authorised and appropriate protective equipment is provided. d) Provide suitable lighting and warning arrangements at traffic-control points during darkness or poor visibility. e) Coordinate with the responsible road authority regarding damaged surfaces, debris removal and the restoration of safe road conditions.
Communication and Reporting	a) Provide regular traffic-condition reports to the Incident Command Post. b) Immediately report blocked emergency routes, collisions, congestion or unsafe road conditions. c) Record significant road closures, diversions, resource deployments and changes made during the emergency. d) Ensure that public information about closures and alternative routes is issued through authorised communication channels. e) Participate in operational briefings, debriefings and the post-incident review
Recovery and Stand-Down	a) Maintain road closures and traffic-control measures until they are no longer required by the Incident Commander, SAPS or responsible road authority. b) Reopen roads in a controlled manner after confirming that emergency activities and hazards no longer present an unacceptable risk. c) Remove temporary barriers and traffic-control equipment when authorised. d) Restore normal traffic arrangements progressively to avoid congestion or conflict with ongoing recovery operations. e) Submit relevant records, observations and identified improvements for inclusion in the incident report.

V.1 VEHICLE STAGING AREAS

Role	The Vehicle Staging Area provides a controlled location for the temporary assembly of responding emergency vehicles, personnel and equipment before they are deployed to the incident area.
	It supports an orderly response by preventing congestion, maintaining resource accountability and ensuring that available resources can be deployed without delay.
	The Vehicle Staging Area shall: a) Provide a standard system for receiving and positioning emergency vehicles, personnel and equipment arriving at Cape Winelands Airport. b) Coordinate activities within the staging area and prevent congestion, duplication of effort and confusion among responding agencies. c) Maintain an accurate overview of all resources awaiting deployment and provide regular updates to the Forward Command Post or Incident Command Post. d) Ensure that crews and equipment remain ready for immediate deployment when instructed by Incident Command.
Responsibilities	The appointed Vehicle Staging Area Officer shall: a) Position themselves at a clearly identifiable and accessible location where arriving vehicles and agency representatives can report. b) Establish communication with the Forward Command Post or Incident Command Post and confirm the designated radio channel and reporting arrangements. c) Record all arriving agencies, vehicles, personnel, specialist teams and equipment, including their arrival time, operational status and assigned location. d) Confirm that responding resources have been requested or authorised before allowing them to proceed beyond the staging area. e) Position emergency vehicles facing the direction of travel, with sufficient spacing and clear access for rapid deployment or withdrawal. f) Keep access roads, emergency routes, fire hydrants, assembly points and turning areas clear at all times. g) Arrange airport escorts for external emergency vehicles and personnel who are unfamiliar with airside routes or airport operating requirements. h) Deploy vehicles and crews only when instructed by the Forward Command Post, Incident Command Post or authorised sector commander. i) Ensure that crews remain with, or immediately available to, their vehicles and maintain a state of operational readiness. j) Regularly advise Incident Command of reserve vehicles, available crews, specialist equipment and any limitations affecting their deployment. k) Prevent unauthorised personnel, vehicles and equipment from leaving the staging area or entering the incident area. l) Monitor hazards affecting the staging area, including smoke, fire spread, hazardous materials, aircraft movement and changes in wind direction. If the location becomes unsafe, immediately notify Incident Command and relocate resources to an alternative area. m) Ensure vehicles are parked to permit immediate evacuation if conditions deteriorate or a secondary threat develops. n) Coordinate transport, welfare and temporary rest arrangements for relieved crews when required, without reducing the operational readiness of reserve resources. o) Arrange decontamination, medical assessment and operational debriefing for returning personnel and equipment when required. p) Maintain the staging-area log throughout the incident and submit it to Incident Command for inclusion in the official incident records.

Typical vehicles staging area layout



THIS PAGE IS LEFT BLANK INTENTIONALLY

CHAPTER 3
GRID MAPS

THIS PAGE IS LEFT BLANK INTENTIONALLY

3. GRID MAPS

3.1 2KM GRID MAP



3.2 WATER POINTS – TBC



3.3 HYDRANT POINTS – TBC

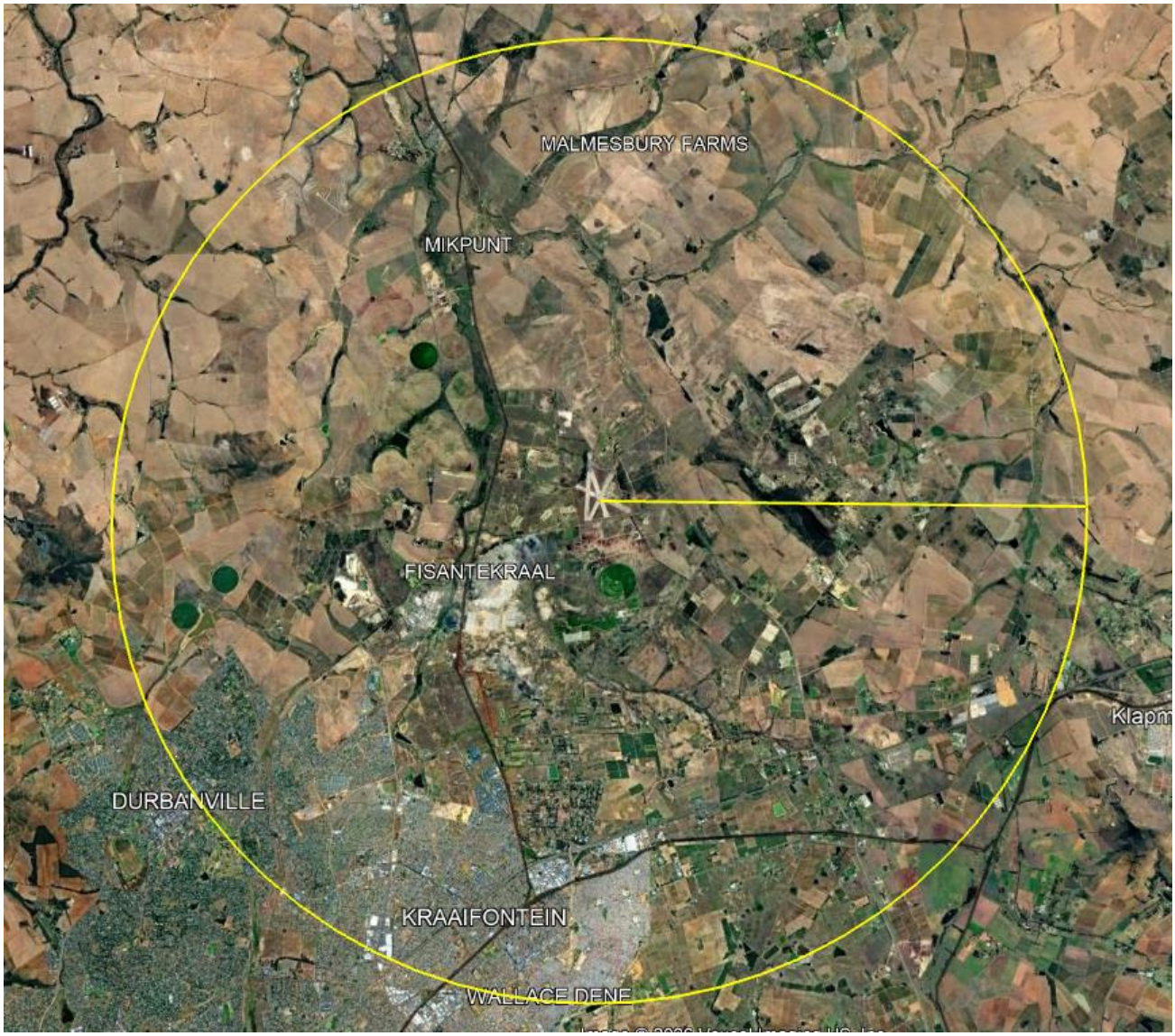


CHAPTER 4
GRID CHARTS

THIS PAGE IS LEFT BLANK INTENTIONALLY

4. GRID CHARTS

4.1 10km GRID MAP



THIS PAGE IS LEFT BLANK INTENTIONALLY

CHAPTER 5
DISABLED AIRCRAFT RECOVERY PROCEDURE

THIS PAGE IS LEFT BLANK INTENTIONALLY

5. DISABLED AIRCRAFT RECOVERY PROCEDURE

5.1 OVERVIEW

5.1.1 The Cape Winelands Airport Disabled Aircraft Recovery Plan establishes the arrangements for the safe and timely removal of an aircraft that is unable to move under its own power and is obstructing, or may affect, a runway, taxiway, apron or other operational area.

5.1.2 The plan supports the protection of life, aircraft, airport infrastructure and investigation evidence while reducing the duration of operational disruption.

5.1.3 Aircraft recovery is a specialist engineering operation. It shall not commence until:

a) All rescue and firefighting activities have been completed.
b) The aircraft has been declared safe to approach.
c) Fuel, batteries, oxygen systems and other hazards have been controlled.
d) The accident investigation authority has released the aircraft for movement, except where movement is immediately necessary to save life or prevent further danger.
e) A written recovery plan has been prepared and approved.
f) The aircraft owner or operator has appointed an authorised Aircraft Recovery Coordinator.

5.1.4 This plan should be read with ICAO Airport Services Manual, Part 5, Removal of Disabled Aircraft, which recommends pre-arranged agreements with aircraft operators, specialist recovery organisations, heavy-lift companies and other airports

5.2 POLICY

5.2.1 Cape Winelands Airport shall maintain suitable arrangements for removing disabled aircraft from the movement area. These arrangements shall include agreements with aircraft operators, recovery-equipment providers, crane companies, transport contractors and other organisations that may be required.

5.2.2 The aircraft owner or operator remains primarily responsible for recovering its aircraft. The operator shall provide the necessary technical personnel, aircraft manuals, recovery equipment and financial authority to complete the operation.

5.2.3 Cape Winelands Airport shall support the aircraft operator by coordinating airport resources, access, emergency protection and operational restrictions. Airport personnel shall not undertake specialist lifting, jacking or towing work unless they are trained, competent and authorised to do so.

5.2.4 Safety shall take priority over the speed of reopening a runway or taxiway. Operational pressure shall not be allowed to influence technical decisions or cause the recovery team to use an unsafe method.

5.2.5 If the aircraft operator is unable or unwilling to arrange the removal within a reasonable period, Cape Winelands Airport may arrange the work on the operator's behalf. Any such action shall be subject to legal authority, investigation requirements and recovery of the associated costs from the aircraft owner or operator.

5.3 PURPOSE

5.3.1 The purpose of this plan is to provide a clear and coordinated approach to disabled aircraft recovery at Cape Winelands Airport. It identifies who is responsible for the aircraft, who controls the recovery and how airport operations will be restored.

5.3.2 The plan also aims to:

a) Protect the lives of responders, recovery personnel, aircraft occupants and members of the public. No recovery activity shall begin until immediate life-safety requirements have been addressed and the working area has been declared safe.
b) Prevent further damage to the aircraft and airport infrastructure. Recovery methods shall be based on approved engineering information and shall take account of the aircraft's weight, condition and centre of gravity.
c) Preserve evidence required for an accident or incident investigation. The aircraft and surrounding area shall remain protected until the investigation authority permits movement or other work to proceed.
d) Limit the disruption caused by a blocked runway, taxiway or apron. Recovery work shall be completed as promptly as possible without reducing safety standards or bypassing required approvals.
e) Establish arrangements for obtaining specialist equipment and assistance. Cape Winelands Airport shall maintain current agreements and contact details for airlines, recovery-equipment providers, crane operators and supporting contractors.
f) Provide a basis for training and exercises. Airport departments and participating organisations shall practise their responsibilities so that the plan can be implemented without unnecessary delay.

5.4 SCOPE

5.4.1 This plan applies to any disabled aircraft located on or near the Cape Winelands Airport movement area. It covers aircraft that are immobilised because of an accident, landing-gear failure, damaged tyres, mechanical failure, excursion, structural damage or unsuitable ground conditions.

5.4.2 The plan applies to:

a) Scheduled and non-scheduled commercial aircraft. Operators shall ensure that their local representatives and operations control centres understand the recovery arrangements at Cape Winelands Airport.
b) General aviation aircraft. The owner or operator remains responsible for recovery even where the aircraft is privately operated or no ground handling company has been appointed.
c) Cargo, training, charter and business aircraft. The recovery requirements shall be determined by the aircraft's actual size, weight and condition rather than the type of operation being conducted.
d) Aircraft located on runways, taxiways, aprons or runway strips. The plan may also be activated where an aircraft outside the movement area continues to present a danger or causes a significant operational restriction.
e) Aircraft damaged during ground handling or maintenance. Normal towing procedures may be used only where a competent engineer confirms that the aircraft can be moved safely.

5.4.3 This plan does not replace the aircraft manufacturer's recovery instructions or the operator's aircraft recovery plan. Where requirements differ, the safest approved method shall be selected in consultation with the authorised aircraft engineer and investigation authority.

5.5 CONDITIONS BEFORE RECOVERY

Aircraft recovery shall not begin simply because rescue operations have ended. The following matters shall first be confirmed and recorded:

a) All occupants shall have been rescued, evacuated or otherwise accounted for.
b) Medical and casualty-management activities shall be allowed to continue without interference from the recovery operation.
c) Fire, fuel leakage and other immediate hazards shall be brought under control.
d) ARFF shall confirm whether continued fire protection or a foam blanket is required during the recovery.
e) The aircraft shall be assessed for stability before anyone works close to or underneath it. Temporary supports, chocks, restraints or cribbing shall be installed where there is a risk of collapse or unexpected movement.
f) The appropriate accident investigation authority shall be notified.
g) The aircraft shall not be moved until the authority releases it or specifies the conditions under which movement may take place.
h) Movement may take place before formal release only when necessary to save life or prevent an immediate additional danger.
i) The reason for the movement, the person authorising it and the condition of the aircraft before movement shall be recorded.
j) The aircraft owner or operator shall appoint an authorised Aircraft Recovery Coordinator. This person must be able to make technical and financial decisions without waiting for repeated approval from another office.
k) A written recovery plan shall be prepared before lifting, pulling or towing begins. The plan shall identify the method, equipment, sequence, hazards, responsibilities and emergency arrangements.
l) The recovery team shall receive a full briefing before work starts.
m) Everyone shall understand the communication channel, command structure, emergency-stop signal and areas that are prohibited.

5.6 PRIMARY RECOVERY METHOD

5.6.1 The airline or aircraft operator's recovery plan shall be the primary action plan used at Cape Winelands Airport. It shall be supported by the applicable aircraft manufacturer's recovery manual and the current IATA aircraft recovery guidance.

5.6.2 The airline shall mobilise an aircraft recovery kit that is suitable for the affected aircraft type. A general recovery kit shall not be used unless an authorised engineer confirms that its components and capacities are appropriate for the aircraft.

5.6.3 The term "IATA aircraft recovery kit" refers to specialist equipment assembled and operated in accordance with recognised IATA and manufacturer recovery practices. It does not mean that one standard kit can be used for every aircraft.

5.6.4 The operator shall confirm where its recovery equipment is stored and how long it will take to reach Cape Winelands Airport. Transport arrangements, customs requirements and specialist personnel shall be considered before the airline begins operating at the airport.

5.7 TYPICAL RECOVERY-KIT EQUIPMENT

Depending on the aircraft type and damage, a recovery kit may include:

a) Pneumatic aircraft lifting bags
b) Ground protection mats and load-spreading panels
c) Aircraft recovery slings and lifting beams
d) Stabilising equipment and fuselage restraints
e) Hydraulic jacks and jack pads
f) Shoring and cribbing material
g) Tow bars, towing bridles and cables
h) Pulling anchors, winches, pulleys and snatch blocks
i) Temporary landing-gear dollies
j) Bogies and wheel-replacement equipment
k) Deflated-tyre and damaged-wheel recovery devices
l) Aircraft lifting and towing attachment fittings
m) Pressure regulators, hoses and compressors for lifting bags
n) Measuring equipment for load, pressure, attitude and movement
o) Bonding and earthing equipment
p) Lighting and portable power supplies
q) Equipment for fuel removal and fluid containment
r) Aircraft-specific recovery drawings and checklists

5.8 AIRLINE PLANNING INFORMATION

Before recovery starts, the Aircraft Recovery Coordinator shall confirm:

a) Aircraft type, model and registration
b) Aircraft operating empty weight and estimated recovery weight
c) Remaining fuel and its distribution
d) Passenger, baggage, cargo and dangerous-goods status
e) Centre-of-gravity position
f) Landing-gear condition
g) Structural damage and approved lifting points
h) Aircraft attitude and stability
i) Soil and pavement bearing strength
j) Required lifting, towing and restraint forces
k) Intended recovery route and final parking position
l) Equipment and personnel required
m) Weather limitations, particularly wind
n) Environmental control
o) Emergency stop signals and escape routes

5.9 RECOVERY PRIORITIES

Recovery methods shall be assessed and applied in the following order, beginning with the safest and least disruptive option. The selected method shall be based on the aircraft manufacturer's Aircraft Recovery Document, the extent of damage, ground conditions, aircraft weight and balance, available equipment, and the approval of the aircraft owner or operator:

Stage	Process
Aircraft Self-Recovery	Where the aircraft remains serviceable and can be moved safely, it may taxi under its own power. This method shall only be used after engineering inspection and confirmation that the landing gear, brakes, steering, engines, tyres and surrounding movement area are suitable.
Conventional Towing or Pushback	If the aircraft cannot move under its own power but the landing gear remains serviceable, it should be recovered using an approved tow tractor, towbar or towbarless tug. The correct towing points, steering-disconnection procedures, towing limits and brake requirements shall be confirmed before movement
Towing with Landing-Gear Assistance	Where one or more tyres, wheels or landing-gear components are damaged, the aircraft may be moved using wheel dollies, temporary axles, landing-gear support devices or other manufacturer-approved equipment. The aircraft shall be stabilised and the damaged gear adequately supported before movement begins.
Debogging or Extraction from Soft Ground	An aircraft that has become bogged down or departed the paved surface may be recovered using prepared access routes, ground reinforcement, airbags, lifting equipment, winches and approved towing attachments. Pulling forces shall remain within manufacturer limits, and unsuitable ground shall be stabilised to prevent further sinking or structural damage.
Lifting and Repositioning	Where the aircraft is resting on its fuselage, wing, engine or collapsed landing gear, it may require lifting with pneumatic recovery bags, hydraulic jacks or an aircraft recovery kit. Lifting points, cribbing, restraint, weight distribution and aircraft stability shall be continuously monitored throughout the operation.
Crane-Assisted Recovery	Mobile cranes may be used where aircraft recovery bags or conventional lifting methods are unsuitable or insufficient. A qualified lifting engineer shall prepare the lifting plan, and only manufacturer-approved lifting points, slings, spreader beams and load-control arrangements shall be used.
Partial Dismantling	Removal of engines, wings, control surfaces, landing-gear components or other major assemblies may be considered when necessary to reduce weight or allow safe movement. This work shall be directed by appropriately licensed aircraft maintenance personnel and coordinated with the aircraft manufacturer, owner or operator, insurer and investigating authority.
Cutting Up and Removal	Cutting or dismantling the aircraft for removal shall be treated as the final option and used only when recovery in an assembled condition is unsafe, impractical or uneconomical. Approval shall first be obtained from the aircraft owner or operator, insurer and accident investigation authority, and any evidence required for the investigation shall be protected and documented.

Step	Description	Action
Step 1	Activate the plan	a) ATC, ARFF or Airport Operations shall immediately notify the Airport Manager when a disabled aircraft is affecting the movement area. The Airport Manager or delegated official shall decide whether the full Disabled Aircraft Recovery Plan must be activated. b) The aircraft operator shall be informed without delay and instructed to appoint its Aircraft Recovery Coordinator. The operator shall also confirm the location and expected arrival time of its recovery team and equipment. c) Airport Operations shall determine the effect on runways, taxiways and aprons. The required closures, operational restrictions and aeronautical information shall then be coordinated through the approved airport procedures.
Step 2	Complete the emergency response	a) ARFF shall continue rescue, firefighting and hazard-control activities for as long as an emergency condition exists. Recovery personnel shall not enter the operational area until the Incident Commander confirms that it is safe for them to do so. b) All occupants shall be accounted for and casualties transferred to the medical services. Recovery work shall not interfere with rescue, casualty treatment or the protection of emergency routes. c) Fuel leaks, damaged batteries, oxygen systems, dangerous goods and other hazards shall be identified. Appropriate exclusion zones shall remain in place until each hazard has been controlled or included in the recovery safety plan.
	Transition to recovery	a) The Incident Commander shall formally record the transition from the emergency phase to the recovery phase after confirming that: i) Rescue operations are complete. ii) Fire and immediate hazards are controlled. iii) The aircraft is stable. iv) An exclusion zone has been established. v) The accident investigation authority has been notified. vi) The airport's Disabled Aircraft Recovery Coordinator is present. b) ARFF shall retain command of fire safety and emergency protection but shall not direct technical lifting, jacking or towing unless personnel are specifically trained and authorised to perform those tasks.
Step 3	Establish command and control	a) The senior ARFF officer shall retain command during the emergency phase. Once the rescue and immediate hazard-control work is complete, command of the technical recovery shall be formally transferred to the appointed recovery structure. b) The Airport Recovery Coordinator shall manage airport-related arrangements, including access, closures, contractors and operational restoration. The Airline Recovery Coordinator shall control the technical work performed on or directly involving the aircraft. c) The transfer shall be recorded in the incident log and communicated to everyone involved. ARFF shall remain responsible for fire protection and emergency intervention but shall not direct the engineering method unless specifically authorised.

<table>
<tr><th>Step</th><th>Description</th><th>Action</th></tr>
<tr><td></td><td>Recovery Command structure</td><td>
<table>
<tr><th>Appointment</th><th>Principal responsibility</th></tr>
<tr><td>Airport Recovery Coordinator</td><td>Coordinates airport resources, access, closures, NOTAM action, contractors and operational restoration</td></tr>
<tr><td>Airline Recovery Coordinator</td><td>Controls the aircraft-specific technical recovery and has authority to approve resources and expenditure</td></tr>
<tr><td>Aircraft Recovery Engineer</td><td>Develops calculations, lifting arrangements, sequencing and aircraft structural precautions</td></tr>
<tr><td>Safety Officer</td><td>Monitors hazards, PPE, exclusion zones, lifting safety and emergency-stop requirements</td></tr>
<tr><td>ARFF Officer</td><td>Provides fire protection, fuel-spill readiness and emergency intervention</td></tr>
<tr><td>Investigation Authority Representative</td><td>Controls preservation and release of evidence</td></tr>
<tr><td>Crane/Lifting Supervisor</td><td>Controls the crane operation under the approved lift plan</td></tr>
<tr><td>Airport Operations</td><td>Controls movement-area access, inspections, markings and reopening arrangements</td></tr>
<tr><td>Security</td><td>Controls the perimeter, access records, evidence protection and media exclusion</td></tr>
</table>
</td></tr>
<tr><td>Step 4</td><td>Secure the aircraft and occurrence area</td><td>a) The aircraft shall be stabilised before personnel begin detailed inspection or recovery preparation. Chocks, supports, restraints or cribbing shall be installed where landing gear or damaged structures may move or collapse.
b) Security shall establish a controlled perimeter around the aircraft. Only authorised personnel whose duties require access shall be allowed inside the recovery area.
c) Emergency vehicles, cranes and support equipment shall be positioned so that they do not block access routes. An escape path shall be maintained for personnel working near the aircraft.</td></tr>
<tr><td>Step 5</td><td>Notify and obtain authority from the investigation authority</td><td>a) The appropriate accident investigation authority shall be notified as soon as possible. Notification shall not be delayed while the airport or operator determines the likely seriousness of the occurrence.
b) No aircraft, wreckage, instrument, control or component shall be moved without approval, except where immediate movement is necessary to save life or prevent further danger. Any unavoidable movement shall be photographed and recorded before the position is changed, whenever circumstances permit.
c) The investigation authority shall state whether the aircraft may be recovered and whether any conditions apply. These conditions shall be included in the written recovery plan and explained to the recovery team.</td></tr>
</table>

Step	Description	Action
Step 6	Record and protect evidence	a) The aircraft shall be photographed and recorded from several directions before recovery work begins. Particular attention shall be given to the landing gear, control surfaces, engines, ground marks, fluid trails, debris and aircraft position. b) Wheel positions detached components and significant ground marks shall be identified and protected. Items shall not be collected, cleaned or repositioned unless authorised by the investigation authority. c) A written log shall record all persons entering the area and every significant action taken. The log shall include the times of aircraft movement, fuel removal, component removal and release by the investigation authority.
Step 7	Conduct the recovery survey	a) The airline recovery team, Airport Operations, ARFF and relevant technical specialists shall conduct a joint survey. The survey shall determine the aircraft's condition and the practical difficulties likely to be encountered. b) The aircraft's estimated weight, fuel load, cargo distribution and centre of gravity shall be established. Where reliable information is unavailable, conservative figures shall be used until accurate information is obtained. c) The condition of the landing gear, tyres, wings, fuselage and lifting points shall be checked. Any concern about structural strength shall be referred to the aircraft manufacturer or an appropriately authorised engineer. d) The surrounding terrain shall be assessed for slope, soil strength, drainage and underground services. Crane access, outrigger positions and the intended recovery route shall also be examined before equipment is ordered.
Step 8	Select the recovery method	a) The recovery team shall first consider whether the aircraft can be repaired sufficiently to taxi under its own power. This option shall only be used after a licensed engineer confirms that the aircraft is safe to move. b) If the aircraft cannot taxi, normal towing using an approved tow bar or towbarless tractor shall be considered. The landing gear, steering system and towing attachments must be capable of accepting the proposed movement. c) Where tyres, wheels or landing-gear components are damaged, they may be repaired or replaced at the scene. Temporary dollies or bogies may be used where the approved equipment is suitable for the aircraft load. d) An aircraft that has left the paved surface may be pulled back using approved recovery attachments, winches and ground protection. Pulling loads shall be calculated and monitored to prevent damage to the aircraft structure. e) Pneumatic lifting bags may be used where the aircraft cannot be safely raised by conventional jacks. The bag positions, pressures and lifting sequence shall follow the manufacturer's recovery instructions. f) A crane lift shall be considered only where other methods are unsuitable or unavailable. The lift must be supported by an engineered plan and approved by the operator's authorised recovery engineer. g) Aircraft dismantling shall be treated as the last available option. It shall only proceed with the necessary approval from the owner, insurer, investigation authority and other relevant parties.

Step	Description	Action
Step 9	Reduce aircraft weight	a) Passengers, baggage, mail and cargo shall be removed when it is safe and authorised to do so. Their removal shall be planned carefully because a change in load distribution may affect the aircraft's stability. b) Dangerous goods shall be identified before cargo is handled. Damaged or leaking packages shall be managed by personnel trained for the substance involved. c) Fuel may be transferred or removed to reduce recovery weight and fire risk. The effect on the centre of gravity shall be calculated before fuel is removed from individual tanks. d) Major components shall only be removed under the direction of the aircraft manufacturer or an appropriately licensed engineer. Component removal shall not be used merely to speed up the operation without considering structural and investigation requirements.
Step 10	Prepare the written recovery plan	a) The Airline Recovery Coordinator shall prepare a written plan based on the completed survey. The plan shall describe exactly how the aircraft will be stabilised, lifted, pulled, towed and secured. b) Aircraft weight and centre-of-gravity calculations shall form part of the plan. The calculation shall be reviewed whenever fuel, cargo or a major aircraft component is removed. c) The plan shall identify the equipment required and the capacity of each item. It shall also state the expected forces, lifting points, sling arrangement, crane radius or lifting-bag pressures, where applicable. d) The route from the occurrence site to the temporary parking area shall be shown. Ground preparation, turning space, lighting, security and pavement limitations shall be addressed. e) A contingency arrangement shall be included in case the primary method cannot be completed. The plan shall explain how the aircraft will be made safe if equipment fails or weather conditions deteriorate.
Step 11	Approve the recovery plan	a) The aircraft operator's authorised engineer shall approve the technical recovery method. Cape Winelands Airport shall review the plan to ensure that airport infrastructure, airside safety and operational requirements have been addressed. b) The investigation authority shall confirm that the proposed work does not conflict with its requirements. Where a crane is used, the crane company's appointed lifting supervisor shall approve the lifting plan. c) No recovery activity shall begin while significant disagreements remain unresolved. The safest technically approved option shall be used, even where it requires additional time or equipment.
Step 12	Mobilise personnel and equipment	a) The airline's aircraft recovery kit shall be treated as the primary equipment resource. Cape Winelands Airport shall assist the operator with access, escorts, transport coordination and suitable space for assembling the equipment. b) Crane, earthmoving and transport contractors shall be activated through the airport's approved agreements. The contractor shall be given accurate information about the aircraft weight, terrain, access restrictions and expected work.

Step	Description	Action
		c) All lifting and pulling equipment shall be checked before it enters service. Certificates, inspection records and equipment capacities shall be available to the lifting supervisor or Recovery Coordinator. d) Only trained and competent personnel shall operate recovery equipment. General airport staff shall not operate cranes, winches, lifting bags or aircraft jacks unless their training and authority can be demonstrated
Step 13	Prepare the aircraft and ground	a) Soft ground shall be strengthened with mats, stone, timber or another approved material where required. Ground preparation shall not damage underground services or interfere with drainage systems. b) Temporary recovery tracks may be constructed to carry the aircraft and support vehicles. Their width, strength and turning area shall be suitable for the expected load. c) The aircraft shall be stabilised before lifting bags, jacks, slings or dollies are installed. Supporting equipment shall remain in place until the Recovery Coordinator confirms that it can be safely removed. d) Crane outriggers shall be positioned on suitable load-spreading mats. The ground-bearing pressure shall be assessed rather than relying on the apparent condition of the surface.
Step 14	Conduct a recovery briefing	a) All participating personnel shall attend a briefing before movement begins. The Airline Recovery Coordinator shall explain the sequence, individual responsibilities and expected aircraft movement. b) One person shall be appointed to give movement instructions. Crane operators, winch operators and towing personnel shall not accept conflicting directions from other staff. c) The radio channel, hand signals and emergency-stop signal shall be demonstrated. Any person who observes an immediate danger shall be permitted to call for an emergency stop. d) Exclusion zones and safe standing positions shall be clearly identified. Personnel shall not stand beneath suspended loads, inside cable recoil areas or close to unsupported parts of the aircraft.
Step 15	Perform the lift, pull or tow	a) The first movement shall be slow and limited so that the aircraft and equipment can be checked. A test lift or test pull shall be stopped and held while the recovery engineer confirms that the arrangement is stable. b) Aircraft attitude, structural condition and centre-of-gravity behaviour shall be monitored continuously. The operation shall stop immediately if the aircraft twists, settles or moves differently from the recovery calculation. c) Lifting-bag pressures, crane loads and pulling forces shall remain within approved limits. Additional force shall not be applied merely because the aircraft does not move as expected. d) Weather conditions shall be monitored throughout the operation. Crane or lifting work shall stop if wind, lightning, visibility or ground conditions exceed the approved limits. e) ARFF shall remain in a position from which it can respond without placing vehicles or personnel inside a lifting or cable danger zone. Fuel leakage or another developing hazard shall result in an immediate stop and reassessment

Step	Description	Action
Step 16	Move the aircraft to the designated area	a) The aircraft shall be moved along the approved recovery route at a controlled speed. Marshals shall be positioned where wingtip, tail or ground clearances cannot be seen by the towing operator. b) The route shall remain closed to unrelated personnel and vehicles. Security and Airport Operations shall prevent any activity that could interfere with the movement. c) Once the aircraft reaches the designated parking area, it shall be chocked, supported and secured. The Airline Recovery Coordinator shall confirm that it is stable before recovery equipment is removed. d) Custody of the aircraft shall be formally handed to the investigation authority, aircraft owner or another authorised party. Security controls shall remain in place for as long as they are required
Step 17	Inspect and restore the movement area	a) Removal of debris and recovery equipment. b) Foreign-object-debris inspection. c) Pavement inspection. d) Inspection of runway and taxiway lighting. e) Inspection of signs, markings, drainage and underground services. f) Cleaning of fuel, oil and hydraulic-fluid contamination. g) Friction testing where contamination may have affected the surface. h) Repair of ruts, shoulders or pavement. i) Confirmation of declared distances where part of the runway remains unavailable. j) Cancellation or amendment of NOTAMs only after the affected area has been declared safe. k) ATC shall not reopen the affected runway or taxiway until Airport Operations has formally confirmed serviceability.
Step 18	Complete the post-recovery review	a) Cape Winelands Airport shall conduct a joint debrief as soon as reasonably possible after the recovery. The airline, ARFF, Airport Operations, Security, contractors and other relevant organisations should attend. b) The review shall examine notification times, contractor response, equipment performance, command arrangements and safety concerns. It shall also identify any delay caused by missing equipment, outdated contacts or unclear authority. c) Actions arising from the review shall be assigned to named persons with agreed completion dates. The Disabled Aircraft Recovery Plan, contact lists and MOUs shall be amended where weaknesses have been identified.

5.10 ROLES AND RESPONSIBILITIES

5.10.1 Airport Manager

a) The Airport Manager has overall responsibility for activating the Disabled Aircraft Recovery Plan. The Airport Manager shall ensure that the airport's operational, legal and business-continuity requirements are represented throughout the recovery.
b) The Airport Manager shall appoint an Airport Recovery Coordinator and confirm that the person has sufficient authority to obtain airport resources. This appointment shall be communicated to ATC, ARFF, the airline and supporting organisations.
c) The Airport Manager shall maintain senior-level contact with the aircraft operator. Where the operator fails to act, the Airport Manager shall obtain legal advice before arranging recovery on the operator's behalf.
d) The Airport Manager shall keep the airport executive and affected stakeholders informed. Information shall be factual and shall not interfere with the investigation or disclose unconfirmed details.

5.10.2 Airport Recovery Coordinator

a) The Airport Recovery Coordinator shall coordinate all airport arrangements after the emergency phase. This includes access, contractors, closures, lighting, ground preparation, operational restrictions and restoration of the movement area.
b) The coordinator shall work directly with the Airline Recovery Coordinator but shall not take responsibility for aircraft engineering decisions. Any concern about the safety of the proposed recovery shall be raised before the work begins.
c) A recovery log shall be maintained from activation until the movement area is reopened. Decisions, approvals, contractor arrival times and significant changes shall be recorded.
d) The coordinator shall confirm that every participating organisation understands the agreed recovery plan. Changes to the plan shall be communicated and documented before the amended work proceeds.

5.10.3 Aircraft owner or operator

a) The aircraft owner or operator is responsible for the technical recovery and all reasonable associated costs. This includes:

    i) specialist personnel;
    ii) recovery equipment;
    iii) contractors;
    iv) transport;
    v) airport damage; and
    vi) environmental restoration.

b) The operator shall appoint an Aircraft Recovery Coordinator who can make immediate technical and financial decisions.
c) A representative who must refer every decision to a distant office will not provide the authority required for an effective recovery.
d) The operator shall provide aircraft manuals, weight information, centre-of-gravity data and structural limitations.

e) It shall also obtain support from the aircraft manufacturer where the damage falls outside the normal recovery instructions.
f) The operator shall arrange for passengers, baggage, mail, cargo and dangerous goods to be removed. These activities shall be coordinated with the investigation authority and the Airport Recovery Coordinator.
g) The operator shall provide its recovery kit or arrange access to a suitable kit from another airline or recovery organisation.
h) Cape Winelands Airport's general equipment shall not be assumed to replace the operator's aircraft-specific resources.

5.10.4 Airline Recovery Coordinator

a) The Airline Recovery Coordinator shall direct all technical activity involving the aircraft. The coordinator shall ensure that the selected recovery method is supported by the aircraft manufacturer's instructions or approved engineering advice.
b) The coordinator shall prepare the written recovery plan and confirm the required equipment. Aircraft weight, centre of gravity, lifting points, pulling forces and structural limitations shall be clearly stated.
c) The coordinator shall assign work only to competent personnel. Specialist tasks such as aircraft jacking, lifting-bag operation, crane rigging and landing-gear support shall not be given to untrained airport employees.
d) The coordinator shall conduct the operational briefing and appoint the person authorised to give movement instructions. The recovery shall stop whenever the coordinator or Safety Officer considers that conditions have become unsafe.

5.10.5 Aircraft Recovery Engineer

a) The Aircraft Recovery Engineer shall assess the condition of the aircraft and determine which parts of the structure can safely carry recovery loads. The engineer shall obtain manufacturer support where the available documentation does not address the damage.
b) The engineer shall prepare or verify the required calculations. This includes aircraft weight, centre of gravity, lifting loads, towing forces, sling angles and temporary support requirements.
c) The engineer shall monitor the aircraft during lifting and movement. Any unexpected deformation, movement or load shall be investigated before the operation continues.
d) The engineer shall confirm when the aircraft is safe to tow and when temporary supports can be removed. This confirmation shall be recorded in the recovery log.

5.10.6 Aviation Rescue and Fire Fighting Service

a) Conduct rescue and firefighting during the emergency phase.
b) Establish initial incident command.
c) Control fire, fuel and immediate aircraft hazards.
d) Maintain firefighting protection during recovery.
e) Support fuel-spill containment.
f) Establish emergency access and escape routes.
g) Stop work where an immediate fire or life-safety hazard exists.
h) Hand technical recovery control to the authorised recovery team.

5.10.7 Airport Operations

a) Airport Operations shall determine which parts of the movement area must be closed. Barriers, markings, lighting and vehicle controls shall be established to protect the occurrence and recovery area.
b) Airport Operations shall coordinate the issue, amendment and cancellation of the relevant NOTAM or operational notice. Information supplied for publication shall accurately describe the affected area and expected duration.
c) The surrounding terrain and proposed recovery route shall be inspected. Airport Operations shall identify pavement limitations, underground services, drainage systems, lighting cables and other infrastructure that could be damaged.
d) After recovery, Airport Operations shall arrange a full inspection and any required testing. The movement area shall only be returned to service when all identified hazards have been removed or properly controlled.

5.10.8 Air Traffic Control

a) ATC shall immediately notify ARFF and Airport Operations when a disabled aircraft affects the movement area.
b) Available information about the aircraft, its location, occupants and reported hazards shall be passed without delay.
c) ATC shall protect the affected runway or taxiway from further aircraft movement.
d) Aircraft shall be redirected or held in accordance with the remaining operational capability.
e) ATC shall maintain communication with the airport's operational coordination structure. The affected area shall not be reopened until Airport Operations has formally confirmed that it is serviceable.

5.10.9 Airport Security

a) Establish access control and a secure perimeter.
b) Protect aircraft wreckage and investigation evidence.
c) Record all personnel entering the recovery area.
d) Escort contractors and equipment.
e) Prevent unauthorised photography or interference.

5.10.10 Ground handling organisation

a) The ground handling organisation shall provide suitable ground support equipment where requested by the aircraft operator. Equipment shall be compatible with the aircraft and operated by trained personnel.
b) The ground handler shall assist with passenger stairs, baggage, cargo and mail removal. Dangerous goods shall only be handled after their contents and condition have been confirmed.
c) Tow bars, tractors, jacks and other equipment shall be inspected before use. Normal ground-handling equipment shall not be used beyond its rated capacity or for a purpose for which it was not designed.
d) The ground handler shall provide aircraft marshalling and towing personnel when required. All movement shall remain under the control of the Airline Recovery Coordinator.

5.10.11 Accident investigation authority

a) The accident investigation authority shall determine the evidence that must be protected and the conditions under which the aircraft may be moved.
b) Recovery personnel shall comply with those instructions throughout the operation.
c) The authority may require photographs, measurements, samples or components to be secured before movement.
d) Sufficient time and access shall be allowed for this work.
e) Where movement is approved, the authority shall provide a clear release or set of conditions.
f) The release and the name of the approving official shall be recorded in the incident log.

5.10.12 Safety Officer

a) The Safety Officer shall monitor the entire recovery area and report directly to the recovery command structure.
b) The officer shall remain independent of operational pressure and recovery deadlines.
c) The Safety Officer shall check

    i) exclusion zones;
    ii) PPE;
    iii) lighting;
    iv) weather conditions; and
    v) emergency routes.

d) Particular attention shall be given to

    i) suspended loads;
    ii) pressurised lifting bags;
    iii) tensioned cables; and
    iv) unstable aircraft structures.

e) Any unsafe activity shall be stopped immediately.
f) Work shall only resume after the hazard has been corrected and the affected personnel have been debriefed.

5.10.13 Crane contractor and lifting supervisor

a) The crane contractor shall provide a crane suited to the aircraft weight, working radius and site conditions.
b) The crane's advertised maximum capacity shall not be treated as its lifting capacity at the required radius.
c) The appointed lifting supervisor shall prepare or approve the engineered lifting plan.
d) Crane configuration, outrigger loads, sling arrangements, ground-bearing pressure and weather limitations shall be included.
e) The contractor shall provide competent crane operators, riggers and lifting equipment.
f) All certificates and inspection records shall be available before lifting begins.
g) The lifting supervisor shall control the crane operation and accept instructions only through the agreed command arrangement.
h) A test lift shall be completed before the full movement proceeds.

5.10.14 Environmental support

a) Environmental personnel shall advise on fuel, oil, hydraulic fluid and other contamination.
b) They shall identify drains, soil, watercourses and environmentally sensitive areas that require protection.
c) Spill-control materials and waste containers shall be provided in sufficient quantities. Contaminated soil and absorbents shall be collected, labelled and disposed of through an approved service provider.
d) The affected area shall be inspected after the recovery.
e) Any ongoing clean-up or monitoring requirement shall be recorded and assigned for completion.

5.10.15 Crane Availability and MOU Arrangements

a) The airline's recovery equipment shall remain the first option for lifting or moving a disabled aircraft.
b) A crane shall be used only where the aircraft recovery engineer determines that lifting bags, jacks, dollies or normal towing methods cannot be used safely.
c) Cape Winelands Airport shall maintain a signed MOU with each crane or heavy-equipment provider included in this plan.
d) The existence of a supplier's telephone number or a previous informal arrangement shall not be treated as a confirmed emergency service.
e) Before this plan is approved, Cape Winelands Airport shall verify a signed MOU, available crane capacities, 24-hour contact details and mobilisation times.
f) The MOU shall clearly state:

i) The provider shall maintain a 24-hour activation number and an alternate contact.
ii) These details shall be tested regularly and updated whenever responsible personnel change.
iii) The provider shall identify the types and capacities of cranes normally available in the Western Cape.
iv) Availability shall remain subject to the crane's location, current commitments, required configuration and travel time.
v) A crane shall only be dispatched after the provider receives sufficient information about the load, working radius and ground conditions.
vi) The final crane selection shall be made by a competent lifting specialist.
vii) The provider shall state its expected mobilisation time during normal and after-hours conditions. A response time shall not be described as guaranteed unless this is expressly stated in the signed MOU.
viii) The MOU shall address crane operators, riggers, lifting supervisors and auxiliary equipment. Cape Winelands Airport shall not assume that these personnel are automatically included with the crane.
ix) Insurance, certification and legal responsibilities shall be stated in the agreement.
x) Equipment certificates and personnel competencies shall be available for inspection before work begins.
xi) The provider shall participate in airport planning meetings and exercises when requested.
xii) This involvement will help identify access, ground-bearing and equipment problems before an actual recovery.

MOU provider	Capability	Activation arrangement	Planning status
Johnson Crane Hire	Hydraulic and crawler cranes; appropriate unit selected following load and access assessment	Airport Manager or delegated Recovery Coordinator	TBC
Airline recovery provider	Aircraft-specific lifting bags, dollies, slings, jacks and technical team	Airline Recovery Coordinator	TBC
Local towing/ earthmoving provider	Low-bed trailers, excavators, loaders, mats and ground preparation	Airport Recovery Coordinator	TBC
Supporting aerodrome	Specialist recovery equipment or trained personnel	Airport-to-airport assistance agreement	TBC

5.11 AIRLINE RECOVERY INFORMATION

5.11.1 Every scheduled operator and regular charter operator shall provide Cape Winelands Airport with current recovery information.

5.11.2 The information shall be reviewed annually and whenever a new aircraft type is introduced.

5.11.3 Each operator shall provide:

a) A 24-hour operations-control contact that can activate the airline's recovery arrangements. The number shall connect to an office capable of making operational decisions outside normal business hours.
b) A 24-hour engineering contact who can provide aircraft-specific technical information.
c) The person or office shall be able to obtain manufacturer support when required.
d) The name or position of the person who will act as Airline Recovery Coordinator.
e) The nominee shall have technical and financial authority appropriate to a major recovery.
f) The location of the operator's aircraft recovery kit.
g) The expected transport and mobilisation time to Cape Winelands Airport shall also be stated.
h) Details of the aircraft types operated at Cape Winelands Airport.
i) Recovery-manual access, towing requirements and aircraft-specific limitations shall be available for each type.
j) Details of the airline's recovery contractor, insurer and loss adjuster. These contacts shall be kept current so that commercial approval does not delay urgent technical decisions.
k) Written confirmation of how emergency recovery expenditure will be authorised.
l) Cape Winelands Airport shall not be expected to delay safety work while the operator resolves its internal approval process.

5.12 TRAINING, EXERCISES AND REVIEW

5.12.1 Cape Winelands Airport shall conduct regular training on this plan for ARFF, Airport Operations, Security and other relevant personnel.

5.12.2 Training shall focus on activation, command arrangements, evidence protection and safe work around lifting equipment.

5.12.3 A tabletop exercise should be conducted annually using a realistic disabled aircraft scenario. The exercise should include the airline, crane provider, investigation authority and other MOU partners where possible.

5.12.4 A practical familiarisation exercise should be conducted whenever suitable equipment is available.

5.12.5 Personnel should inspect recovery bags, dollies, slings, cranes and ground-protection systems without placing an operational aircraft at risk.

5.12.6 Contact details in the plan shall be checked at least quarterly. Any failed or unanswered activation number shall be corrected immediately.

5.12.7 The full plan and all supporting MOUs shall be reviewed at least once a year.

5.12.8 An additional review shall be completed after an actual recovery, significant exercise, change in aircraft type or change in an external service provider.

CHAPTER 6
PUBLIC HEALTH EMERGENCY INTERNATIONAL CONCERN

THIS PAGE IS LEFT BLANK INTENTIONALLY

6. PUBLIC HEALTH EMERGENCY INTERNATIONAL CONCERN

6.1 PURPOSE

6.1.1 The Public Health Plan

6.1.1.1 This plan establishes the arrangements for managing a suspected or confirmed public health event involving an aircraft, passenger, crew member, airport employee, visitor, cargo or airport facility at Cape Winelands Airport.

6.1.1.2 The plan is intended to ensure that a health event is identified early, reported quickly and managed under the direction of the competent public health authority. It also supports the continued safe operation of the airport while protecting travellers, employees, responders and the surrounding community.

6.1.1.3 A public health response shall be proportionate to the risk. Airport-wide restrictions shall not be introduced when the event can be safely managed through the isolation of one person, aircraft or limited area.

6.1.2 Regulatory status of the airport

6.1.2.1 Cape Winelands Airport shall only process scheduled international passengers, crew, baggage, cargo or aircraft once the airport has been formally designated and the required border-control services have been established.

6.1.2.2 These services may include BMA Port Health, immigration control, customs, agricultural biosecurity, environmental biosecurity and access control. The airport's emergency plan does not provide Cape Winelands Airport or its employees with the statutory powers assigned to these authorities.

6.1.2.3 The BMA integrates frontline border functions that include Port Health, immigration, environmental and agricultural biosecurity and access control. Its mandate includes the execution of frontline border law-enforcement functions at ports of entry.

6.1.2.4 Where Cape Winelands Airport is not yet authorised to process the affected international flight, the aircraft shall be handled in accordance with instructions from ATC, the BMA and the relevant national authority. A diversion to a designated port of entry may be required.

6.1.3 Scope

6.1.3.1 This plan applies to public health events occurring:

a) On board an arriving, departing or transit aircraft. The plan may be activated before landing when the pilot reports an ill traveller, unusual symptoms, unexplained deaths or another suspected health risk.
b) Within the passenger terminal, general aviation facility or border-processing area. It applies whether the affected person is a passenger, crew member, employee, contractor or visitor.
c) Within an airport workplace or public area. A workplace outbreak may require a coordinated response even when it is not directly connected to an aircraft movement.
d) Involving baggage, cargo, mail, food, animals, plants, hazardous substances or human remains. The competent BMA or government function shall lead the assessment according to the nature of the risk.

e) Following a biological, chemical or radiological release that may affect public health. The initial response may require ARFF, hazardous-materials specialists, SAPS, Fire and Rescue Services and public health authorities.

f) During a declared Public Health Emergency of International Concern or pandemic emergency. The plan may also be activated for a local or national public health event before any international declaration is made.

6.1.3.2 The plan covers preparation, notification, assessment, isolation, screening, transport, cleaning, waste management, communication, recovery and return to normal operations.

6.1.4 Regulatory and guidance framework

6.1.4.1 This plan shall be implemented in accordance with the latest applicable versions of:

a) The Constitution of the Republic of South Africa.
b) National Health Act, 2003, and applicable regulations.
c) International Health Regulations Act, 1974.
d) International Health Regulations (2005), as amended.
e) Border Management Authority Act, 2020.
f) Immigration Act, 2002, and applicable regulations.
g) Civil Aviation Act, 2009.
h) Civil Aviation Regulations, including applicable aerodrome emergency-planning requirements.
i) Occupational Health and Safety Act, 1993.
j) Disaster Management Act, 2002.
k) National Environmental Management: Waste Act, 2008.
l) Protection of Personal Information Act, 2013.
m) Applicable Western Cape health and emergency medical service arrangements.
n) ICAO Annex 9—Facilitation.
o) ICAO Annex 14, Volume I—Aerodromes.
p) ICAO Annex 18—The Safe Transport of Dangerous Goods by Air.
q) ICAO Procedures for Air Navigation Services—Air Traffic Management.
r) ICAO and WHO CAPSCA guidance.
s) Current Department of Health, BMA, NICD and provincial public health directives.

6.1.4.2 The International Health Regulations require States to develop the capacity to prevent, detect, assess, report and respond to acute public health risks, including at designated points of entry. They also require health measures to respect travellers' dignity, human rights, personal information and freedom from discrimination. WHO International Health Regulations.

6.1.4.3 The 2024 amendments to the International Health Regulations entered into force for most States Parties on 19 September 2025. They introduced the concept of a "pandemic emergency" and strengthened national coordination and preparedness arrangements. WHO: amended IHR enter into force.

6.1.5 Important planning principle

6.1.5.1 A person with fever, coughing, vomiting or another symptom does not automatically have a highly infectious disease.

6.1.5.2 The traveller shall be treated with dignity and assessed by a competent health professional before unnecessary restrictions are imposed.

6.1.5.3 A Public Health Emergency of International Concern, or PHEIC, is a formal determination made by the Director-General of the World Health Organization.

6.1.5.4 Airport personnel shall use the term “suspected public health event” unless a PHEIC has been formally declared.

6.1.5.5 Cape Winelands Airport does not diagnose infectious diseases.

6.1.5.6 Its role is to recognise warning signs, protect the immediate area, notify the proper authority and support the measures directed by Port Health or the responsible public health authority.

6.1.6 Public health events covered by the plan

The plan may be activated for a suspected case or outbreak involving:

a) A severe respiratory infection with signs such as fever, persistent coughing or breathing difficulty. The presence of these symptoms shall be reported, but airport staff shall not attempt to identify the disease.
b) A person with fever and unexplained bleeding, severe weakness or recent travel to an affected area. Staff shall avoid direct contact and immediately seek instructions from Port Health or emergency medical services.
c) Persistent vomiting or diarrhoea affecting one or more travellers. The affected area shall be protected because contaminated surfaces may expose passengers and employees.
d) A rash accompanied by fever or other symptoms. The person should be kept away from crowded areas while clinical advice is obtained.
e) An unexplained death or serious illness on board an aircraft. Normal passenger disembarkation shall be delayed until Port Health, SAPS and the relevant medical authority provide direction.
f) Several passengers or crew members experiencing similar symptoms. A cluster of illness may indicate food contamination, chemical exposure or an infectious outbreak and shall be reported as a priority.
g) Suspected contamination involving food, water, cargo, cosmetics, medicines, disinfectants or hazardous substances. The relevant BMA Port Health or biosecurity function shall determine whether the item may be released, detained or removed.
h) A biological, chemical or radiological threat. The area shall not be entered until the substance and required level of protection have been assessed by competent specialists.
i) A disease or condition listed as a notifiable medical condition by the national health authority. The current national list and case definitions shall be maintained as a controlled annex rather than reproduced in the main plan.

6.1.7 Levels of activation

Level 1 – Localised health event	a) A Level 1 response applies where one person is ill and there is no immediate indication of a wider public health threat. Normal airport operations may continue while the person is assessed in a suitable private area. b) The Airport Operations Control function shall notify Port Health or the designated medical authority. Access to the affected person shall be limited to those required to provide care or obtain essential information.
Level 2 – Suspected communicable disease or limited exposure	a) A Level 2 response applies where a suspected communicable disease, multiple ill persons or a defined exposure requires coordinated action. The affected aircraft, room or processing area may need to be temporarily isolated. b) The Airport Emergency Management System shall be partially activated. Port Health shall direct public health measures, while Airport Operations coordinates facilities, access, passengers and operational restrictions.
Level 3 – Major public health emergency	a) A Level 3 response applies where there is a confirmed high-consequence disease, a large number of affected travellers or a serious biological, chemical or radiological event. It may also be declared when national or provincial authorities require enhanced airport measures. b) The Joint Operations Centre shall be activated where required. Airport actions shall be coordinated with the BMA, Department of Health, Western Cape health authorities, CoCT emergency structures and national aviation authorities.
Level 4 – PHEIC or pandemic emergency	a) A Level 4 response applies when the national government directs aviation measures following a PHEIC, pandemic emergency or comparable national event. Measures may include screening, health documentation, altered passenger flows or temporary operational restrictions. b) Cape Winelands Airport shall implement only those additional entry, exit or travel measures directed by a competent authority. Unverified media reports or foreign requirements shall not be used as authority for local restrictions.

6.1.8 Notification of an illness on board an aircraft

6.1.8.1 Pilot notification

6.1.8.1.1 The pilot-in-command shall notify ATC as early as possible when a suspected communicable disease or other serious public health risk exists on board. Early notification allows Port Health and medical services to prepare before the aircraft lands.

6.1.8.1.2 The report should include:

a) The aircraft call sign, type, registration and operator. ATC shall verify the information where possible and avoid delaying the notification while missing information is obtained.
b) The departure aerodrome, previous points of travel and estimated arrival time. Travel history shall be passed as reported and should not be interpreted by ATC or ARFF.
c) The number of passengers and crew on board. The number of persons reported ill, their seat numbers and their general condition shall be provided where available.

d) The reported symptoms and the time they began. The pilot shall also advise whether the person is conscious, breathing normally or requires urgent medical treatment.
e) Any known medical advice received during the flight. The presence of a doctor, nurse, paramedic or other medically trained person on board should be reported.
f) Any known exposure, travel history or contact with a confirmed case. Personal medical details shall only be shared with officials who require the information for the response.
g) Whether vomiting, bleeding, bodily fluids or another form of contamination has occurred. The location and extent of the contamination should be identified so that cleaners do not enter without suitable protection.
h) Any death on board or rapidly deteriorating patient. This information shall be treated as an urgent notification requiring medical and police coordination.
i) ICAO arrangements require a pilot-in-command who becomes aware of a suspected communicable disease to notify air traffic services for onward transmission to the destination aerodrome and public health authority. The Health Part of the Aircraft General Declaration may be used after landing to provide further information. ICAO public health references

6.1.8.2 ATC action

6.1.8.2.1 ATC shall immediately pass the report to the Airport Operations Control function and ARFF Watchroom. The notification shall be transmitted clearly and shall include the aircraft's expected arrival time and assigned position.

6.1.8.2.2 ATC shall not independently decide whether the illness is infectious. The aircraft shall be managed according to the parking instruction agreed with Airport Operations and Port Health.

6.1.8.2.3 Where the aircraft is already on the ground, further movement shall be limited until Port Health or Airport Operations provides direction. Emergency access for medical and ARFF vehicles shall remain available.

6.1.8.3 Airport Operations Control action

6.1.8.3.1 Airport Operations Control shall activate the public health call-out list. Port Health, airport management, emergency medical services, Security, BMA functions and the airline shall be contacted according to the activation level.

6.1.8.3.2 Each call and response shall be entered in the occurrence log. If Port Health cannot be reached, the matter shall be escalated through the BMA port commander and the approved provincial health contact.

6.1.8.4 Aircraft parking and isolation

6.1.8.4.1 Port Health, Airport Operations and ATC shall agree on the most suitable parking position before the aircraft lands, where time permits.

6.1.8.4.2 The aircraft does not automatically need to be placed at the most distant stand.

6.1.8.4.3 The selected position shall consider:

a) The condition of the affected traveller and the time required for medical assistance.
b) A critically ill person may require faster access than a stable traveller with a suspected communicable disease.
c) The number of travellers and the likely assessment process.

d) The position shall allow passengers to be managed without unnecessary exposure to other airport users.
e) Aircraft type, pavement strength and safe clearances.
f) The position shall also allow access by stairs, ambulances, ARFF vehicles and public health personnel.
g) Wind direction and the nature of the suspected hazard.
h) A chemical or airborne release may require a different position from an ordinary illness.
i) Security, privacy, lighting and weather protection.
j) Media and members of the public shall not be able to approach or photograph affected travellers at close range.
k) The effect on runway, taxiway and apron operations.
l) Operational convenience shall be considered only after the health, and safety requirements have been met.
m) ATC shall direct the aircraft to the agreed stand.
n) Airport Operations may provide a follow-me vehicle when the crew is unfamiliar with the position, or the route is not normally used.
o) The designated public health stand and at least one alternate shall be identified on a controlled airport drawing.
p) The drawing shall include access routes, vehicle positions, safe clearances, drainage points and the location of nearby airport services.

6.1.8.5 Initial actions after aircraft arrival

6.1.8.5.1 The aircraft engines shall be shut down and external hazards made safe before personnel approach. Ground power and ventilation shall be managed according to instructions from the airline and Port Health.

6.1.8.5.2 The following requirements shall apply:

a) Passengers and crew shall normally remain on board until Port Health provides instructions. The cabin crew shall explain that the delay is a health precaution and provide calm, factual updates.
b) Doors shall remain closed except for the door selected for assessment or emergency access. Opening multiple doors may make passenger control and exposure management more difficult.
c) Normal passenger steps, buses, baggage handling, catering, cleaning and refuelling shall be held back. These services may resume individually when Port Health and Airport Operations confirm that they are safe.
d) The airline shall provide the passenger manifest, crew list, seating plan and Aircraft General Declaration.
e) The documents shall be sent electronically where possible to reduce unnecessary contact.
f) The cabin crew shall identify the affected person’s seat and any contaminated area.
g) Crew members shall not be instructed to clean bodily fluids without the correct equipment and training.
h) A medically unstable traveller shall receive emergency care without waiting for routine health processing.
i) EMS and Port Health shall coordinate the safest approach and transport arrangements.
j) ARFF shall remain available where an immediate rescue, hazardous-materials or fire risk exists.
k) ARFF shall not board solely to assess an infectious disease unless requested and appropriately protected.

6.1.8.6 Public health assessment

6.1.8.6.1 Port Health shall lead the public health assessment at the port of entry. Clinical treatment and decisions about hospital care shall be made by appropriately qualified medical personnel.

6.1.8.6.2 The assessment may include:

a) Reviewing symptoms, travel history and possible exposure.
b) The information shall be compared with the current case definition issued by the competent health authority.
c) Reviewing the passenger manifest and seating plan.
d) This information may be used to identify contacts, but airport personnel shall not make their own contact classifications.
e) Examining the Health Part of the Aircraft General Declaration.
f) Any inconsistency shall be clarified with the pilot, cabin crew or airline representative.
g) Determining whether passengers may disembark normally, in controlled groups or through a separate route.
h) The least restrictive safe arrangement shall be used.
i) Determining whether screening, specimen collection or health documentation is required. These activities shall be performed by personnel authorised and equipped for the task.
j) Deciding whether the aircraft or a particular area requires cleaning, disinfection, disinsection or another public health measure.
k) The instruction shall identify the product, method, contact time and evidence required before release.
l) Port Health shall communicate its decision to the Airport Recovery Coordinator or Airport Operations representative.
m) The decision, time and name of the responsible officer shall be recorded.

6.1.8.7 Disembarkation and passenger management

6.1.8.7.1 Passengers shall not be discharged into the normal arrivals stream until the required public health process has been agreed. The airline, Airport Operations, BMA and Security shall prepare the route before disembarkation begins.

6.1.8.7.2 The following controls shall apply:

a) The affected traveller should disembark separately when this is medically and operationally appropriate.
b) The route shall limit close contact with other passengers and airport employees.
c) Passengers identified for further assessment shall be taken to a suitable holding or assessment area.
d) The room shall provide seating, drinking water, toilets, ventilation, privacy and controlled access.
e) Passengers who are not considered contacts shall be released through the normal or an agreed alternative border process.
f) They shall not be detained solely because they travelled on the same aircraft unless directed by the competent authority.
g) Contact details or passenger locator information shall be collected only when authorised and required.
h) The reason for collecting the information and how it will be used should be explained to the traveller.

i) Families, children, elderly persons and travellers requiring assistance shall be given appropriate support.
j) Public health control shall not remove the airport's responsibility to provide humane care.
k) Interpreters shall be arranged where instructions cannot be understood. Airline staff may assist, but sensitive medical information shall not be discussed in a public area.
l) Meeters and greeters shall be kept outside the controlled area until release is confirmed. Airport communication should explain the delay without identifying the affected traveller.

6.1.8.8 Suspected illness in the terminal

6.1.8.8.1 Any employee who becomes aware of a seriously ill traveller shall notify Airport Operations Control and request medical assistance. The employee should remain nearby at a safe distance and avoid gathering a crowd.

6.1.8.8.2 The following steps shall be taken:

a) The affected person shall be moved to a private assessment area if they can walk safely and movement will not spread contamination.
b) A person who is medically unstable shall not be moved except by qualified medical personnel.
c) Other people shall be kept away from the immediate area.
d) Security shall establish a practical cordon without creating alarm or treating the traveller as a security offender.
e) Staff shall avoid unnecessary physical contact.
f) First aid shall still be provided when urgently required, using the level of PPE and precautions reasonably available.
g) Airport Operations Control shall notify Port Health for an international traveller or border-related event.
h) Provincial EMS and public health services shall also be notified according to the person's condition and the suspected risk.
i) The person's name, flight information, location and reported symptoms shall be recorded. Medical details shall not be transmitted over open radio channels unless essential for immediate treatment.
j) Any contaminated seat, floor, toilet or equipment shall be protected from use.
k) Cleaning shall not begin until the required precautions and waste route have been confirmed.
l) Persons who provided close assistance shall record their contact details.
m) Port Health or the responsible public health authority will determine whether follow-up is required.
n) The entire terminal shall not be closed unless directed by the Incident Commander following public health advice.
o) Wherever possible, a limited area shall be isolated and passenger flows redirected around it.

6.1.8.9 Medical care and transport

6.1.8.9.1 Emergency medical treatment shall not be delayed because a communicable disease is suspected.

6.1.8.9.2 EMS personnel shall be informed of the suspected risk before contact so they can select suitable PPE and equipment.

6.1.8.9.3 Port Health and EMS shall agree on the receiving health facility before transport, where circumstances permit.

6.1.8.9.4 The receiving facility shall be told the patient's condition, suspected risk and expected arrival time.

6.1.8.9.5 The following arrangements shall apply:

a) The patient shall be transported in a vehicle appropriate to the clinical and infection-control risk.
b) An ordinary airport vehicle shall not be used where an ambulance or specially prepared transport is required.
c) The transport route shall be kept clear and security assistance provided where necessary. The patient shall not be taken through busy passenger areas merely because this is the shortest route.
d) The ambulance crew shall advise when the vehicle is ready to return to service.
e) Airport staff shall not arrange cleaning of an ambulance unless requested by the responsible EMS provider.
f) Personal luggage, travel documents and essential medication should accompany the patient where safe and practical.
g) The airline shall take responsibility for securing baggage that cannot travel with the patient.
h) Unaccompanied children and vulnerable adults shall be managed with the appropriate welfare and legal safeguards.
i) A suitable guardian, airline representative or authority shall remain involved.

6.1.8.9.6 A list of designated and alternate receiving hospitals shall be maintained in a controlled annex. The list shall include 24-hour contacts, specialist capability and expected transport time.

6.1.9 Border Management Authority responsibilities

6.1.9.1 BMA Port Health

6.1.9.1.1 BMA Port Health shall lead public health measures associated with international travellers, conveyances and controlled goods at the port of entry. Port Health shall determine the health action required within its legal mandate.

6.1.9.1.2 Port Health shall:

a) Assess suspected public health events and decide what public health controls are required. Airport departments shall support the decision but shall not replace the Port Health assessment.
b) Decide whether an aircraft requires public health clearance, conditional clearance or continued control.
c) The airline and Airport Operations shall be informed of the decision and any outstanding conditions.
d) Direct health screening, passenger assessment and collection of health information where authorised.
e) Screening shall follow a written protocol and shall not be introduced solely because equipment is available.
f) Coordinate public health notification to the relevant provincial and national authorities.
g) Cape Winelands Airport shall not communicate directly with WHO unless authorised through the national IHR arrangements.

h) Determine whether a person meets a current suspected-case or contact definition. Airport employees shall not label a traveller as infected or expose the person's identity to others.
i) Specify requirements for aircraft disinfection, contaminated waste and release of affected areas. The instruction shall be clear enough for the airline or contractor to implement and document.
j) Maintain current public health contact details and escalation arrangements.
k) After-hours response shall be tested during exercises and contact checks.

6.1.9.2 BMA Port Commander

6.1.9.2.1 The BMA Port Commander shall coordinate the BMA functions involved in the event. This includes resolving border-processing, access-control and multi-agency issues within the BMA command structure.

6.1.9.2.2 The Port Commander shall participate in the airport Joint Operations Centre when activated. Operational health decisions shall remain with the appropriately authorised Port Health official.

6.1.9.3 Immigration control

6.1.9.3.1 Immigration officials shall manage the entry, departure and status of international travellers under the applicable legislation. Public health isolation does not remove the requirement for lawful immigration processing.

6.1.9.3.2 Alternative or delayed processing shall be agreed with Port Health and Airport Operations. Travellers shall not be directed into the normal arrivals stream until both health and immigration requirements have been addressed.

6.1.9.4 Customs and biosecurity functions

6.1.9.4.1 SARS Customs and the relevant BMA biosecurity functions shall be notified when baggage, cargo, food, animals, plants or controlled products may present a risk. Items shall not be released, destroyed or removed without the necessary authority.

6.1.9.4.2 Each function shall maintain its own evidence, detention and disposal records. Airport Security shall assist with access control but shall not assume custody of regulated goods unless formally requested.

6.1.10 Cape Winelands Airport responsibilities

6.1.10.1 Airport Manager

a) The Airport Manager shall ensure that the airport has suitable public health facilities, agreements and response arrangements.
b) Gaps in government coverage or after-hours response shall be escalated before international services commence.
c) During a major event, the Airport Manager shall authorise activation of the Joint Operations Centre.
d) The manager shall also ensure that operational decisions are based on advice from the competent public health authority.

6.1.10.2 Airport Operations

a) Airport Operations shall coordinate aircraft parking, access routes, terminal areas and operational restrictions.
b) The department shall provide Port Health with practical support without taking over its statutory role.
c) Airport Operations shall maintain the designated aircraft stand, assessment area and alternate passenger routes.
d) These facilities shall be inspected regularly and kept ready for use.

6.1.10.3 ARFF

a) ARFF shall support life safety, emergency access, hazardous-materials control and decontamination only within its training and equipment capability. ARFF personnel shall not be routinely used as substitute Port Health or ambulance staff.
b) Where a biological, chemical or radiological release is suspected, ARFF shall establish an initial exclusion zone and request specialist advice. Personnel shall not enter an unknown contaminant area in ordinary firefighting clothing.

6.1.10.4 Airport Security

a) Security shall control access to the aircraft, assessment room and contaminated areas. The cordon shall protect the public while allowing medical, public health and operational teams to work.
b) Security shall treat affected travellers respectfully and preserve their privacy. A health restriction shall not be managed as an arrest unless SAPS or another authorised official directs otherwise.

6.1.10.5 Airline or aircraft operator

a) The airline shall inform Cape Winelands Airport of an onboard illness as soon as the crew becomes aware of it.
b) Information shall not be held back because the airline is concerned about delay or reputational damage.
c) The airline shall provide manifests, seating plans, crew details and the Aircraft General Declaration.
d) It shall also provide translators, passenger assistance and an authorised operations representative.
e) The airline shall manage its aircraft cleaning, disinfection and return to service under Port Health and manufacturer instructions.
f) It shall retain evidence showing which process and products were used.

6.1.10.6 Ground handling agent

a) The ground handler shall stop normal handling activity when instructed.
b) Staff and equipment shall remain clear until Airport Operations or Port Health confirms which services may proceed.
c) The handler shall provide stairs, buses, baggage support or ground power as requested. Equipment exposed to contamination shall be isolated, labelled and cleaned before it is used on another aircraft.

6.1.10.7 Cleaning contractor

a) The cleaning contractor shall maintain trained personnel, suitable PPE and approved products for infectious contamination.
b) Ordinary terminal cleaning staff shall not be sent into a controlled area without a proper briefing.
c) The contractor shall follow the contact time, dilution and application method specified for the product.
d) Cleaning completion records and waste-transfer documents shall be provided to the airport and airline.

6.1.10.8 Occupational health and human resources

a) Human Resources and occupational health shall manage exposure involving airport employees. Confidential medical information shall be restricted to persons who require it for health or employment decisions.
b) Staff who may have been exposed shall receive clear instructions about reporting symptoms and obtaining care. They shall not be publicly identified or blamed for the occurrence.

6.1.10.9 Personal protective equipment

6.1.10.9.1 PPE shall be selected according to the hazard and the task being performed. One standard set of PPE shall not be prescribed for every disease or public health event.

6.1.10.9.1 Practical requirements include:

a) Personnel providing routine assistance without close contact shall use standard precautions and follow Port Health advice.
b) Unnecessary PPE may create waste, heat stress and a false sense of protection.
c) Gloves shall be worn when contact with blood, vomit, faeces, contaminated items or bodily fluids is possible.
d) Gloves shall be changed between tasks and shall not replace hand hygiene.
e) A medical mask or respirator shall be selected according to the suspected route of transmission and the work being performed.
f) Respirator users shall be trained, fit-tested where required and clean-shaven in the sealing area.
g) Eye and face protection shall be used where splashing or spraying is possible.
h) Ordinary spectacles do not provide the same protection as suitable goggles or a face shield.
i) Protective gowns, aprons or coveralls shall be used where clothing may become contaminated.
j) The method for removing the garment shall be briefed before personnel enter the area.
k) PPE shall be put on and removed in designated areas.
l) A trained observer should supervise removal when the event involves a high-consequence disease.
m) Used disposable PPE shall be placed in the approved waste stream.
n) Personnel shall clean their hands immediately after removing gloves and other protective items.
o) Each employer remains responsible for providing suitable PPE to its employees.
p) Cape Winelands Airport shall maintain limited emergency stocks but shall not replace the preparedness obligations of airlines, contractors or government agencies.

6.1.10.10 Screening of travellers

6.1.10.10.1 Screening shall only be introduced under a written plan approved or directed by the competent public health authority. Temperature screening alone shall not be presented as proof that a person is free from infection.

6.1.10.10.2 A screening plan shall define:

a) The reason for screening and the group to be screened.
b) Measures shall be linked to a current risk assessment rather than applied indefinitely.
c) The questions, observations, documents or equipment to be used.
d) Staff shall be trained to apply the same process consistently.
e) The action to take when a traveller screens positive.
f) A positive screen shall lead to private secondary assessment and shall not be announced in front of other passengers.
g) The location and passenger flow. Screening shall not create unsafe queues, missed connections or crowding that increases health risk.
h) Data collection and retention. Only necessary information shall be recorded, and access shall be controlled under privacy requirements.
i) Arrangements for persons requiring mobility, language or other assistance. Screening shall remain accessible and respectful.
j) Criteria for starting, changing and stopping the measure. Measures shall be reviewed regularly so that ineffective restrictions do not continue by default.

6.1.10.11 Cleaning and aircraft disinfection

6.1.10.11.1 No person shall enter a suspected contaminated area for cleaning until the hazard and required precautions have been assessed. Cleaning shall begin only after Port Health, or the competent health authority provides direction.

6.1.10.11.2 The airline shall remain responsible for cleaning and disinfecting its aircraft. Work shall follow aircraft manufacturer limitations because unsuitable chemicals may damage seats, flight equipment or aircraft materials.

6.1.10.11.3 The cleaning plan shall identify:

a) The specific areas and items requiring treatment.
b) Unaffected parts of the aircraft or terminal should not be subjected to unnecessary chemical treatment.
c) The cleaning and disinfecting products to be used.
d) Products shall be legally permitted, compatible with the surface and effective for the identified hazard.
e) Dilution, application method and contact time.
f) Spraying or fogging shall not be used unless specifically approved for the hazard and environment.
g) PPE and ventilation requirements. Personnel shall be protected from both the contaminant and the cleaning chemical.
h) The waste route and equipment-decontamination process. Reusable equipment shall not be returned to general service until it has been cleaned and checked.
i) The person responsible for confirming completion. A written certificate or cleaning record shall be provided before the aircraft or facility is released.

6.1.10.12 Health-care risk waste

6.1.10.12.1 Health-care risk waste shall be separated from ordinary airport waste at the point where it is generated. Bags and containers shall be suitable for the waste, securely closed and clearly identified.

6.1.10.12.2 The following controls shall apply:

a) Sharps shall be placed directly into approved rigid sharps containers.
b) Needles shall not be recapped, bent or placed in soft waste bags.
c) Materials contaminated with blood or bodily fluids shall be packaged as directed by the health authority.
d) Waste bags shall not be compressed by hand or carried against the body.
e) Waste shall be stored temporarily in a secure area protected from the public, animals and weather. It shall not be left next to ordinary terminal waste.
f) Collection and disposal shall be performed by an authorised service provider. The waste transfer and disposal records shall be retained.
g) Port Health shall provide public health oversight where the waste arises from an international conveyance or border-health intervention. The airline or relevant employer remains responsible for arranging lawful removal unless another authority formally accepts that duty.

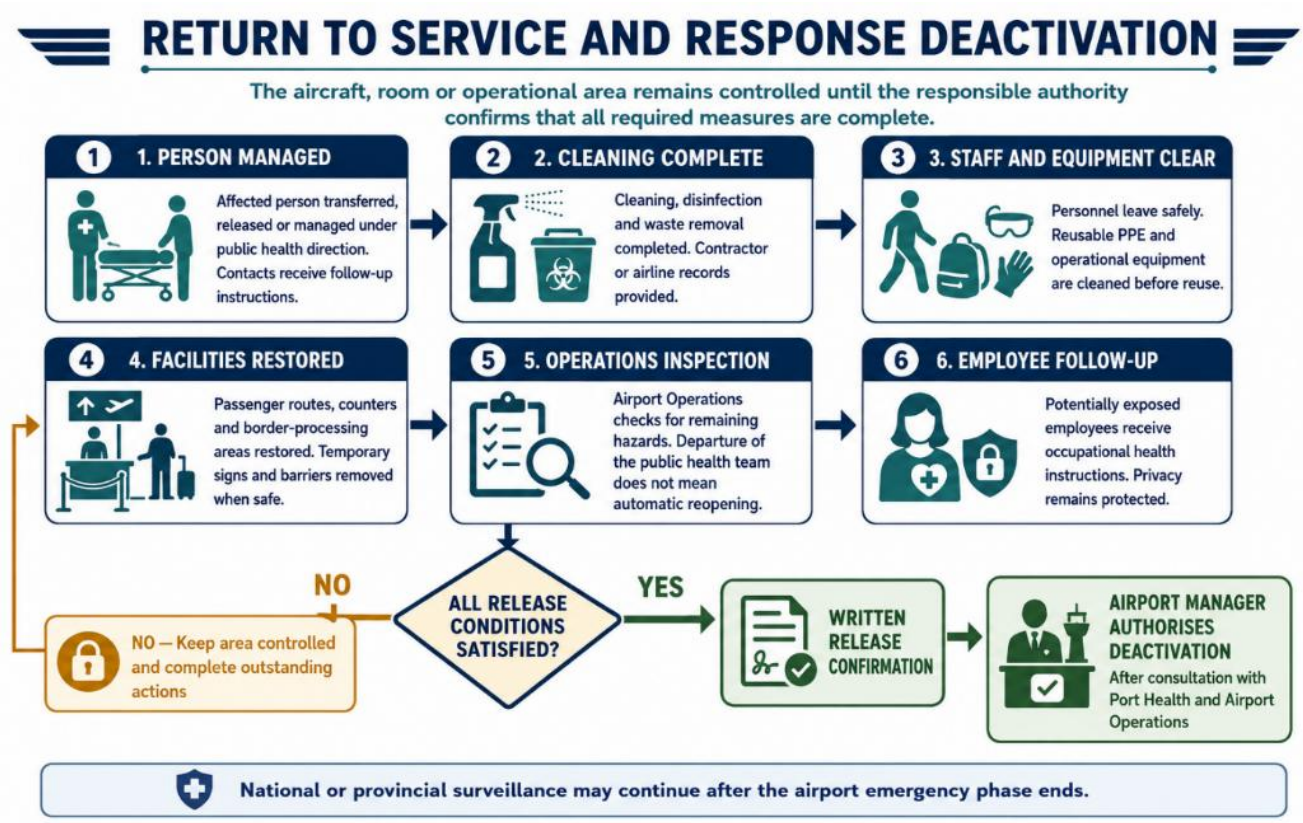
6.1.10.13 Passenger information and media communication

a) Only authorised spokespersons shall issue information to the media. Public Health, the BMA, the airline and Cape Winelands Airport shall agree on their respective areas of comment.
b) Cape Winelands Airport shall comment on airport operations, facility arrangements and passenger guidance.
c) It shall not announce diagnoses, case numbers or personal medical information unless authorised by the responsible health authority.
d) Factual and limited to information that has been confirmed.
e) Early statements should acknowledge uncertainty rather than speculate about a particular disease.
f) Clear about what passengers are expected to do.
g) Instructions should state where to wait, whether connections are affected and how assistance will be provided.
h) Available through suitable channels, including public-address systems, displays, airline messaging and the airport website.
i) Different messages may be required for affected passengers and the wider public.
j) Respectful of the affected person’s privacy. Names, seat numbers, photographs and identifying details shall not be released.
k) Updated when the situation changes. Old instructions shall be removed promptly so that passengers do not continue following measures that have ended.

6.1.10.14 Records and protection of information

a) The airport shall maintain an incident log recording notifications, decisions, actions and operational effects.
b) Each government agency and employer shall retain the records required by its own legislation and procedures.
c) Passenger and medical information shall be treated as confidential.
d) It shall only be shared with persons who require it for public health, clinical, border-control or emergency purposes.
e) Paper records shall be secured and electronic records access-controlled.
f) Documents shall not be circulated through informal messaging groups unless an approved secure process exists.
g) Media enquiries, complaints and unauthorised disclosures shall be recorded and reported.
h) Any loss of personal information shall be managed through the airport's information-protection procedure.

6.1.11 Recovery and return to normal operations



6.1.12 Training and exercises

6.1.12.1 Personnel likely to receive the first notification shall be trained to recognise and report a suspected public health event. Training shall not attempt to turn airport employees into medical diagnosticians.

6.1.12.2 Training shall include:

a) ATC and Watchroom personnel shall practise receiving and relaying an onboard illness report. They shall know which information is important and which contact must be activated first.
b) ARFF and medical responders shall receive instruction on infection prevention, PPE and the limits of their role. Practical training shall include safe entry, exit and waste handling.
c) Airport Operations shall practise aircraft parking, stand isolation and alternative passenger flows. The exercise should test how the airport continues operating while one area is unavailable.
d) Security shall practise cordon control without criminalising affected passengers. Particular attention shall be given to privacy, media control and access for medical personnel.
e) Airlines and ground handlers shall practise manifest provision, passenger communication and controlled disembarkation. The exercise shall include after-hours contact with airline operations control.
f) Cleaning personnel shall practise PPE use, contamination control and waste packaging. Training records and competency checks shall be maintained by their employer.
g) A tabletop public health exercise shall be held at least annually. A practical multi-agency exercise should be conducted at intervals agreed with SACAA, BMA Port Health and the airport emergency-exercise programme.

6.1.13 Preparedness requirements

Cape Winelands Airport shall maintain the following before international operations commence:

a) A formally agreed public health stand and alternate stand. The positions shall be checked against aircraft size, emergency access and operational restrictions.
b) A suitable private assessment or isolation room. The room shall provide controlled access, ventilation, hand hygiene, communications and a route that avoids crowded areas.
c) A separate holding area for passengers awaiting public health processing. The facility shall be capable of supporting passengers for several hours without compromising dignity or basic welfare.
d) Current contact details for BMA Port Health, the Port Commander, provincial public health services, EMS, SAPS, SACAA and receiving hospitals. Primary and alternate numbers shall be tested at least quarterly.
e) Written agreements for ambulance response, specialist cleaning and health-care waste removal. The agreements shall include after-hours activation and response expectations.
f) Emergency stocks of basic PPE, waste bags, spill kits and hand-hygiene supplies. Stock levels and expiry dates shall be checked regularly.
g) Access to passenger manifest and locator information. The airport and airline shall agree on a secure method for transferring the information to authorised officials.
h) A process for rapidly introducing temporary screening or altered passenger flows. Equipment alone shall not be treated as a complete screening capability.
i) An approved communication plan. Draft holding statements and passenger messages shall be available but adapted to the actual event.

6.1.14 Post-incident review

6.1.14.1 A joint debrief shall be conducted after every significant public health activation. The review should take place while information is still fresh and shall include operational staff who dealt directly with the event.

6.1.14.2 The review shall examine:

a) Whether the first report contained enough information.
b) Any unnecessary delay or repeated request for the same details shall be addressed.
c) Whether Port Health, EMS and BMA contacts responded as planned. Failed calls or uncertain after-hours arrangements shall result in immediate corrective action.
d) Whether the aircraft stand and passenger route were suitable. Problems involving privacy, weather, access or crowding shall be recorded.
e) Whether PPE, cleaning products and waste arrangements were sufficient. Stock shortages or uncertain contractor responsibilities shall be corrected.
f) Whether travellers received clear and respectful information. Complaints, confusion or unnecessary detention shall be considered.
g) Whether normal airport operations were restored safely. The review shall identify where operational pressure affected decision-making.
h) Corrective actions shall be assigned to named persons with completion dates. The plan shall be amended when the review identifies a change in regulation, authority, airport layout or operational requirement.

THIS PAGE IS LEFT BLANK INTENTIONALLY

CHAPTER 7
HUMAN FACTORS

THIS PAGE IS LEFT BLANK INTENTIONALLY

7. HUMAN FACTORS APPLIED TO AIRPORT RESCUE AND FIREFIGHTING SERVICES

7.1 PURPOSE

7.1.1 Human Factors is the study of how people interact with their working environment, procedures, equipment, technology and one another. In emergency management, it recognises that the effectiveness of a response depends not only on the availability of suitable vehicles, equipment and procedures, but also on the ability of personnel to make sound decisions and perform safely under pressure.

7.1.2 This is particularly important during an aircraft accident. Responders may be required to work in fire, smoke, heat, noise, darkness, poor weather or hazardous terrain while dealing with injured passengers, damaged aircraft, fuel spills and rapidly changing conditions. Decisions must often be made with limited information and within seconds. These conditions increase the likelihood of fatigue, communication failures, reduced situational awareness, task overload and human error.

7.1.3 Human Factors principles shall therefore be incorporated into the Cape Winelands Airport EPRP, emergency procedures, training programmes, exercises, equipment selection and incident command arrangements.

7.2 REGULATORY CONTEXT

7.2.1 The South African Civil Aviation Regulations require an aerodrome operator to establish, maintain and test an effective emergency management system and to provide adequately trained and competent rescue and firefighting personnel. The relevant requirements include:

a) SA-CAR 139.02.13 — personnel requirements;
b) SA-CAR 139.02.14 — establishment of an aerodrome emergency management system;
c) SA-CAR 139.02.15 — aerodrome rescue and firefighting;
d) SA-CAR 139.02.16 — aerodrome rescue and firefighting training facilities;
e) SA-CAR 139.02.17 — aerodrome rescue and firefighting personnel training standards;
f) SA-CAR 139.02.25 — maintenance of the aerodrome emergency management system;
g) the associated provisions of SA-CATS 139;
h) Part 140 requirements relating to the aerodrome Safety Management System; and
i) Part 12 requirements relating to aircraft accident and incident notification, reporting and investigation.

7.2.2 These requirements must be considered together. Compliance is not achieved merely by having an emergency plan or suitable equipment.

7.2.3 Cape Winelands Airport must also ensure that personnel are sufficient in number, competent, appropriately trained, medically and physically capable, properly supervised and able to perform their assigned duties under realistic emergency conditions.

7.2.4 Human Factors provides the practical means of supporting these regulatory outcomes.

7.3 IMPORTANCE TO CAPE WINELANDS AIRPORT

7.3.1 As a newly established and developing airport, Cape Winelands Airport must build effective Human Factors practices into its emergency arrangements from the outset. New facilities, procedures and working relationships may not yet have been tested during an actual major aircraft accident. Airport personnel and supporting agencies may also have limited experience of operating together under a single command structure.

7.3.2 The airport must not assume that a written plan will automatically produce an effective response. The plan must be understood, practised and supported by clear roles, reliable communication systems, adequate staffing and suitable equipment.

7.3.3 Particular attention must be given to:

a) the suitability and location of emergency facilities;
b) access to all parts of the aerodrome and surrounding response areas;
c) aircraft types and operating characteristics;
d) the location of runways, taxiways, aprons and rendezvous points;
e) the availability and response times of external emergency services;
f) communication between ATC, ARFF, airport management and external agencies;
g) the transition from airport command to a coordinated multi-agency response;
h) unfamiliarity between participating agencies;
i) the management of passengers, casualties, relatives, media and members of the public; and
j) the capacity of personnel to continue operating during a prolonged emergency.

7.3.4 These matters shall be evaluated through risk assessments, tabletop exercises, practical drills and full-scale emergency exercises.

7.4 HUMAN FACTORS IN AN AIRCRAFT ACCIDENT RESPONSE

7.4.1 An aircraft accident differs from most routine emergencies because it may immediately produce multiple hazards and a large number of casualties. These hazards may include:

a) aviation fuel fires and fuel spills;
b) toxic smoke and products of combustion;
c) damaged aircraft structures and sharp materials;
d) pressurised systems and stored-energy components;
e) hazardous cargo or dangerous goods;
f) operating engines, propellers or auxiliary power units;
g) difficult passenger rescue and evacuation conditions;
h) unexploded emergency equipment or oxygen cylinders;
i) restricted access to the accident site;
j) confused, injured or unaccounted-for occupants; and
k) the need to preserve evidence for the aircraft accident investigation.

7.4.2 Responders must establish rescue priorities, control fire, create and maintain survivable conditions, protect evacuation routes, gain access to the aircraft and support casualty management. These tasks may have to be performed simultaneously and with incomplete information.

7.4.3 The principal Human Factors risks during such a response include:

7.4.3.1 Excessive workload

Personnel may be required to process large amounts of information while performing physically demanding tasks. Excessive workload can result in missed information, delayed actions, incorrect priorities and unsafe decisions.

Tasks shall therefore be allocated clearly, supported by checklists where appropriate and distributed so that no individual or team becomes unnecessarily overloaded.

7.4.3.2 Loss of situational awareness

Situational awareness means understanding:

a) what is happening;
b) what has already happened;
c) what is likely to happen next; and
d) what effect a particular action may have.

Situational awareness may be reduced by smoke, noise, poor visibility, conflicting reports or a rapidly changing incident. Regular operational updates, sector reports and clear communication with the Incident Commander are necessary to maintain a common operating picture.

7.4.3.3 Stress and time pressure

An aircraft accident may expose responders to severe injuries, fatalities and distressed passengers. High stress can narrow attention, affect memory and reduce decision-making ability. Commanders must recognise these effects and ensure that important decisions are verified where time permits.

7.4.3.4 Fatigue and physical demands

Firefighting, rescue, casualty handling and the use of personal protective equipment place significant demands on personnel. Heat, dehydration, prolonged operations and insufficient rest can reduce physical capability and judgement.

A rehabilitation area shall be established when necessary. Personnel rotation shall be based on the nature of the work, environmental conditions, exposure, available staffing and medical advice rather than on a fixed period alone.

7.4.3.5 Communication failures

Aircraft accident response involves different organisations using different terminology, communication systems and command arrangements. Unclear messages, excessive radio traffic and assumptions about responsibilities can result in critical delays.

Communications shall be brief, accurate and acknowledged. Important instructions must be repeated or confirmed, and common terminology should be used by all responding agencies.

7.4.3.6 Poor teamwork and coordination

Personnel may concentrate on individual tasks without understanding the wider incident priorities. This can result in duplication, gaps in the response or personnel entering hazardous areas without coordination.

All responders must operate within the established command structure, understand their assigned role and report changes or hazards through the appropriate line of command.

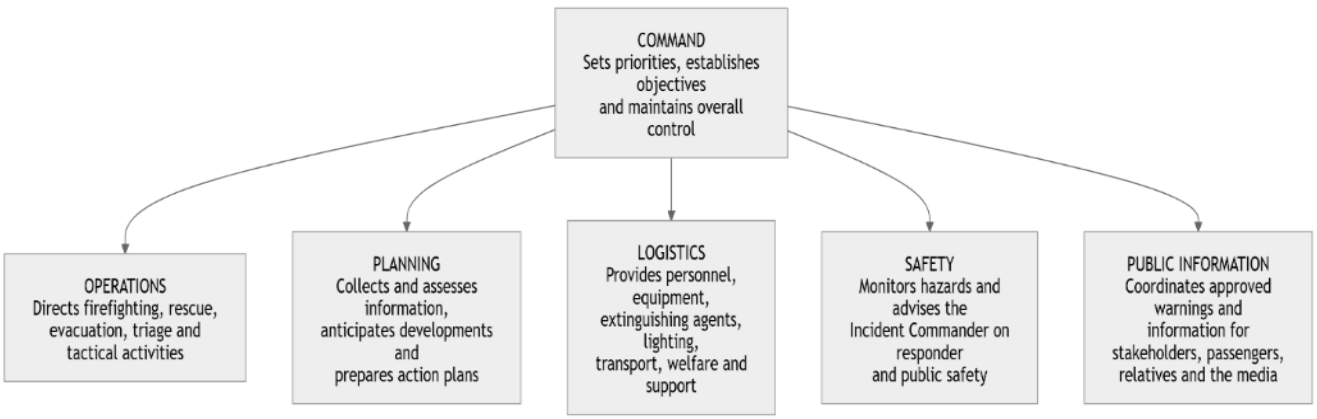
7.4.3.7 Human Factors and the Incident Command System

The Incident Command System provides a structured method for managing the Human Factors challenges associated with a major emergency. Its purpose is to establish clear command, manageable supervision, common objectives and coordinated use of resources.

The system should be based on the following principles:

Management by objectives	All responding personnel work towards a common set of clearly communicated objectives.
Incident action planning	Tactical and support activities are coordinated through an Incident Action Plan appropriate to the size and complexity of the incident.
Functional organisation	Command, operations, planning, logistics, safety and public information responsibilities are assigned and coordinated.
Unity of command	Each person reports to one designated supervisor.
Manageable span of control	Supervisors are allocated only the number of resources they can safely and effectively manage. A span of approximately five reporting resources is generally considered effective but must be adjusted to the incident's complexity.
Integrated communications	Responding agencies use an agreed communication plan, terminology and reporting structure.
Transfer of command	Any transfer of command is formally communicated and includes a structured briefing.

The Incident Commander remains responsible for the overall management of the emergency until command is formally transferred or the incident is terminated. Functional responsibilities may include:



7.4.3.8 Multi-agency response

A major aircraft accident may exceed the capability of the airport's own resources and require support from:

a) municipal fire and rescue services;
b) emergency medical and ambulance services;
c) disaster management;
d) the South African Police Service;
e) traffic and law-enforcement agencies;
f) provincial and municipal authorities;
g) aircraft operators;
h) hospitals and healthcare providers;
i) specialist hazardous-material or structural-rescue teams;
j) the Aircraft Accident and Incident Investigation Division; and
k) welfare, psychological support and religious organisations.

A disaster-level event may require organisations to work with unfamiliar agencies, share decision-making authority and operate under conditions where resources and infrastructure are severely constrained.

Cape Winelands Airport shall address these Human Factors risks through prior consultation, written agreements, joint training and exercises. External agencies must understand the aerodrome layout, access arrangements, rendezvous points, command structure, communication procedures and the hazards associated with aircraft accidents.

7.4.3.9 Managing and preventing human error

Human error cannot be eliminated completely. The objective is to design the emergency management system so that errors are less likely to occur and are detected before they result in serious consequences. Cape Winelands Airport shall, as far as reasonably practicable:

a) design procedures around realistic human capabilities and limitations;
b) provide sufficient trained and competent personnel;
c) define roles, responsibilities and authority clearly;
d) use standard terminology and structured briefings;
e) provide suitable checklists, maps and emergency reference material;
f) avoid unnecessary complexity in procedures;
g) incorporate redundancy into critical communication and alerting systems;
h) provide backup equipment and alternative communication methods;
i) use layered safety controls rather than relying on one person or system;
j) ensure that equipment and controls are accessible and easy to operate while wearing PPE;
k) encourage personnel to report hazards, errors and near misses;
l) apply a just and learning-based approach when reviewing errors;
m) conduct structured operational debriefings; and
n) use lessons identified during incidents and exercises to improve the EPRP.

7.5 TRAINING AND EXERCISES

7.5.1 Training is the principal method of preparing personnel to perform effectively during an aircraft accident. It allows personnel to understand their duties, recognise hazards, practise decision-making and develop confidence in the use of equipment and procedures.

7.5.2 Training shall include, where applicable:

a) aircraft familiarisation;
b) firefighting and rescue tactics;
c) command and control;
d) radio and emergency communication procedures;
e) situational awareness and decision-making;
f) teamwork and leadership;
g) casualty management and triage;
h) dangerous goods awareness;
i) scene safety and hazard identification;
j) preservation of evidence;
k) fatigue and stress awareness;
l) post-incident welfare;
m) coordination with external emergency services; and
n) lessons identified from previous aircraft accidents and airport exercises.

7.5.3 Exercises should be realistic enough to place personnel under controlled workload and decision-making pressure. However, exercise safety must remain the first priority.

7.5.4 Cape Winelands Airport shall use tabletop, partial and full-scale exercises to confirm:

a) whether personnel understand their roles;
b) whether the command structure functions effectively;
c) whether sufficient resources are available;
d) whether communications are reliable;
e) whether external agencies can reach the airport and accident site;
f) whether response objectives can be achieved within the required time;
g) whether the airport can manage a prolonged or escalating emergency; and
h) whether corrective actions from previous exercises have been implemented.

7.6 RESPONDER WELFARE

7.6.1 The protection of responders is essential to maintaining an effective emergency operation. Depending on the duration and nature of the incident, the Incident Commander shall consider:

a) regular monitoring of personnel exposed to heat, smoke or hazardous substances;
b) rotation of operational teams;
c) establishment of a rehabilitation and rest area;
d) drinking water, food and suitable refreshments;
e) medical monitoring;
f) replacement of contaminated or damaged PPE;
g) relief crews for prolonged operations;
h) psychological first aid and post-incident support;
i) access to counselling, employee assistance or clergy services; and
j) structured post-incident debriefing.

7.6.2 Personnel showing signs of exhaustion, heat stress, confusion, emotional distress or reduced capability shall be withdrawn from operational duties and medically assessed where necessary.

7.7 EXPECTED OUTCOME

7.7.1 The application of Human Factors principles will assist Cape Winelands Airport to create an emergency response system that is resilient, practical and capable of functioning under demanding conditions.

7.7.2 It will improve decision-making, teamwork, communication, responder safety and the effective use of available resources.

7.7.3 Most importantly, it will increase the airport's ability to protect aircraft occupants, airport personnel, visitors, surrounding communities, property and the environment during an aircraft accident or other major emergency.

7.7.4 The regulatory references above reflect the current Part 139 framework, under which SACAA identifies aerodrome emergency management, rescue and firefighting, personnel competence and training as part of aerodrome safety oversight. SACAA Airports, 31st Amendment to the Civil Aviation Regulations, 2025.

FUNDAMENTALS OF HUMAN FACTORS

Aircraft Accident and Incident Response



1 SITUATIONAL AWARENESS

Understand what is happening, what may happen next and the effect of each action.

2 WORKLOAD

Allocate tasks clearly and prevent physical or cognitive overload.

3 COMMUNICATION

Use brief, accurate messages. Confirm all critical instructions.

4 TEAMWORK

Work within one command structure with clear roles and responsibilities.

5 DECISION-MAKING

Set priorities, assess risk and act on the best available information.

6 STRESS & FATIGUE

Monitor performance, rotate crews and provide rehabilitation and welfare.

7 TRAINING

Practise realistic aircraft emergency scenarios and learn from exercises.

8 ERROR MANAGEMENT

Use checklists, redundancy, layered defences and a just learning culture.

CAPE WINELANDS AIRPORT • AERODROME EMERGENCY MANAGEMENT SYSTEM

APPENDIX A
LIST OF CONTROLLED ANNEXURES

THIS PAGE IS LEFT BLANK INTENTIONALLY

A. LIST OF CONTROLLED ANNEXURES

The following information should be maintained as controlled annexures so it can be updated without rewriting the complete plan:

No	Checklist
1.	Public health notification and call-out chart.
2.	BMA Port Health and Port Commander contacts.
3.	Department of Health, NICD and Western Cape health contacts.
4.	Provincial EMS and receiving hospital contacts.
5.	Current notifiable medical conditions and official case definitions.
6.	Aircraft public health stand and vehicle-positioning plan.
7.	Terminal assessment room and controlled passenger routes.
8.	PPE selection guide approved by the health authority.
9.	Aircraft General Declaration—Health Part.
10.	Passenger manifest and locator-information procedure.
11.	Cleaning and disinfection record.
12.	Health-care risk-waste collection agreement.
13.	Public health incident log and decision record.
14.	Media holding statements.
15.	Return-to-service checklist.
16.	International-flight diversion and alternate port-of-entry arrangements.

THIS PAGE IS LEFT BLANK INTENTIONALLY