

# AIRPORT / AERODROME EMERGENCY RESPONSE PROCEDURES & TRAINING



## QualaTech Aero Consulting Ltd.

An international aviation consultancy group, providing services in:

Safety Management Systems (SMS), Management, Training, Change Management, Fatigue Management, Hazard Ident. & Risk Assessment, Safety Case, Harbour and Water Airport/Aerodrome Procedures, Emergency Response Procedures, Airports, Flight Operations, Compliance, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality Assurance (implementation, design and audit), Training (QA, SMS, HF, ERP/AEP, CM, Haz. & Risk. Assessment).

The services offered by QualaTech-Aero Consulting Ltd. are focused on the aviation industry. However, the principles of Human Factors, Safety, and Quality, apply equally to any industry by reducing human error leading to personal injury and loss.

*Safety Management is Business Management!*

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The first priority during an emergency situation is the preservation of life and care for those in need. Equally important is the prevention of further harm & damage along with the protection of the environment. The ultimate cost of being unprepared in an emergency, whether due to poor planning, procedures, training, response and/or policy, cannot be overstated; especially when lives and livelihoods are at stake. A comprehensive Airport Emergency Response Plan (ERP) documented in an Emergency Procedures Manual (EPM) is a definite advantage in the promotion of '*due diligence*' and in the prevention of '*error*' and '*loss*'. It is also a Regulatory requirement (CAR 302.201). QualaTech (QAC) has extensive national and international aviation / airport experience, having held senior posts with ICAO, IATA, leading aviation operations,

### **Airport / Aerodrome Emergency Procedures Program Components:**

- ➔ **Appraisal of Airport / Aerodrome Documents and Manuals;**
- ➔ **Site Visit and Activity Review;**
- ➔ **Analysis Report (Gap Analysis);**
- ➔ **Emergency Procedures Program Manual (design and/or revision);**
- ➔ **Implementation / Training.**

#### **General:**

The purpose of an ERP is to provide a fast and effective response during a crisis endangering life, limb, the environment and/or property. However, not only must an emergency response be executed in a timely fashion but it must also be archived and coordinated effectively and safely, within predefined requirements and under budget constraints. An effective ERP must manage and control any situation involving onsite operational emergency responses, while taking into consideration adjacent 'community organisations' and their respective response teams during the crisis. Furthermore, an ERP must additionally consider all secondary activities, such as: support services, family assistance, information/communication, etc.

#### **Appraisal of Airport / Aerodrome Documents and Manuals:**

Review of applicable airport manuals, Standard Operating Procedures (SOPs) and associated documentation, is an essential process to ascertain how an airport / aerodrome functions with respect to its policies/procedures and the consequent effectiveness of the ERP. Often, it is not what is written but what is not written (an act of omission) into a 'Control Document' that can lead not only to non-compliance, but in the case of emergency response, will potentially hinder and/or endanger life while risking the possibility of subsequent liability. Essentially, a detailed appraisal should be performed against all existing ERP elements - including other relevant airport/aerodrome Control Documents (i.e. AOM & SMS) and manuals; thereby identifying any gaps and establishing exactly what is required.

#### **Site Visit and Activity Review:**

A site visit is important to the design and implementation of an ERP. A site visit facilitates the review process which includes, as a critical element, - 'demonstration'; without which, analysis is not possible. A site visit provides the ability to inspect and determine 'Best Practice' plus the physical attributes relevant to regulation and airport policy/system requirements. Without a site visit, analysis is limited and subsequently a suitable and effective ERP may be compromised.

#### **Analysis Report (Gap Analysis):**

Determined by review results, an Analysis Report compares the existing ERP components to those required under the CARs (Ref. CAR 302). An Analysis Report is part of the initial documentation process, in keeping with the fundamental principles of a Safety Management System. The Analysis Report is critical to the development and implementation of the ERP; forming a document by which the program can be designed and subsequently implemented.

#### **Airport Emergency Plan or Emergency Procedures Manual:**

An Emergency Procedures Manual (EPM) must be designed to suit the specific organisation under which it has to ultimately function. The EPM must withstand stringent reviews, while encompassing existing requirements, regulations, policies, procedures and best practices. In this respect, the experience and knowledge of the Consultant is paramount to determining the accuracy and applicability of the document helping to limit the potential of 'Post Incident Liability'. The assessment documentation utilised by QAC in the design and/or amendment of the EPM, is concise and comprehensive. QAC works closely with the Client and the Regulator to ensure that accuracy and communications are not compromised and that compliance is achieved without undue burden.

#### **Training:**

Although training (Ref. CAR 302.207/208) is a continuous and evolving requirement, it is also an essential component of the ERP. Ideally, training should be commenced early during the implementation processes to facilitate a smooth transition and to ensure that all stakeholders have the basic knowledge sufficient to move forward. Typical training is administered via a 3-day 'hands-on practical workshop' that ensures all participants gain the knowledge and skills necessary to meet the requirements of the organization's ERP. (QAC also provides '*initial*' and '*recurrent*' ERP training specifically designed to meet individual operational requirements.) The QAC training methodology, enables participants to interpret and transition the requirements within the ERP into an exercise plan that meets Transport Canada Regulatory requirements under CAR 302.208. The workshop demonstrates the techniques required to set exercise performance objectives, establish logistical and resource requirements, while building exercise scenarios to hone and test the response capabilities of the airport and community emergency response teams/services as may be required. The workshop facilitates a 'Tabletop' and 'Live Exercise', meeting Transport Canada's requirements for ERP training and testing.