

Airport Operating Standard

Incident Reporting & Responding





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Changes: all changes are highlighted in blue font



Introduction

Airport Operating Standards (AOS) have been produced by Perth Airport Pty Ltd (PAPL) to ensure safe and secure operations at Perth Airport. The Incident Reporting & Responding AOS (the Standard) applies to all businesses and their employees operating at Perth Airport and are to be performed in conjunction with each individual organisations procedures and requirements.

The Standard aims to provide information and advice for staff, visitors, operators and passengers to ensure that the intention of this standard is practically adopted by all.

This Standard provides the knowledge for personnel across the PAPL estate to report, intervene and support responses to incidents and emergencies in accordance with the Perth Airport's Work Health and Safety Management System (WHSMS) Framework, Airfield Operations Safety Management System (AO-SMS), Emergency Framework and Aerodrome Emergency Plan (AEP).

This Standard and the procedures described within this document may be amended from time to time by PAPL. PAPL will endeavour to provide sufficient notification of changes; however, it is the responsibility of each business and their employees to keep informed of any amendments [and use the most current version of this Standard, which is available on Perth Airport's website](#). Any information published via a Perth Airport Notice (PAN) or directed by the incident controller in an emergency takes precedence over the information contained in this document.

The Standard includes:

- Responsibilities
- Definition of an incident
- Notifying an incident
- Assisting at an incident
- Incident investigation
- First responders
- Controlling Agencies
- Medical emergencies
- Active armed offenders
- Information Management.

The Standard is designed to be read in conjunction with the ***Perth Airport Operating Protocol (AOP)***, the Perth Airport's WHSMS Framework, the Perth Airport's Emergency Framework and the Perth Airport's AEP.

The above documents are available via the Perth Airport [Extranet](#) or via the Perth Airport [website](#), noting that the AEP is provided to organisations upon request.



Responsibilities

Perth Airport Pty Ltd

PAPL is responsible for producing this standard as well as consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL has the day-to-day responsibility for planning, development and management of the WHS Management System and the response and review of incidents and emergencies across the PAPL estate.

PAPL (Security & Emergency Services) has the day-to-day responsibility for development of the emergency response measures around the PAPL estate to protect people, infrastructure and the environment and to monitor and review the appropriateness of the response.

PAPL is also responsible for management and resourcing of dedicated facilities including the Airport Control Centre (ACC), an Emergency Coordination Centre (ECC) and specialist facilities, vehicles and equipment.

The ACC receives all information on developing situations, including incidents and emergencies and conducts incident assessments and ensures appropriate notifications.

Operators and their Employees

Operators and their employees are responsible for reporting any near misses, incidents or unplanned events to PAPL where the injury or illness requires assistance from PAPL; or those serious injuries which have occurred as a result of PAPL infrastructure; or where PAPL's infrastructure, plant, equipment or the environment is damaged; or where damage results in a potential risk to others. There is also an expectation that staff can support those in need and assist the emergency responders (e.g., creating a cordon or assisting people to evacuate an area). The operator must also provide a report on any investigation undertaken of the incident to PAPL when requested.



Airport Control Centre

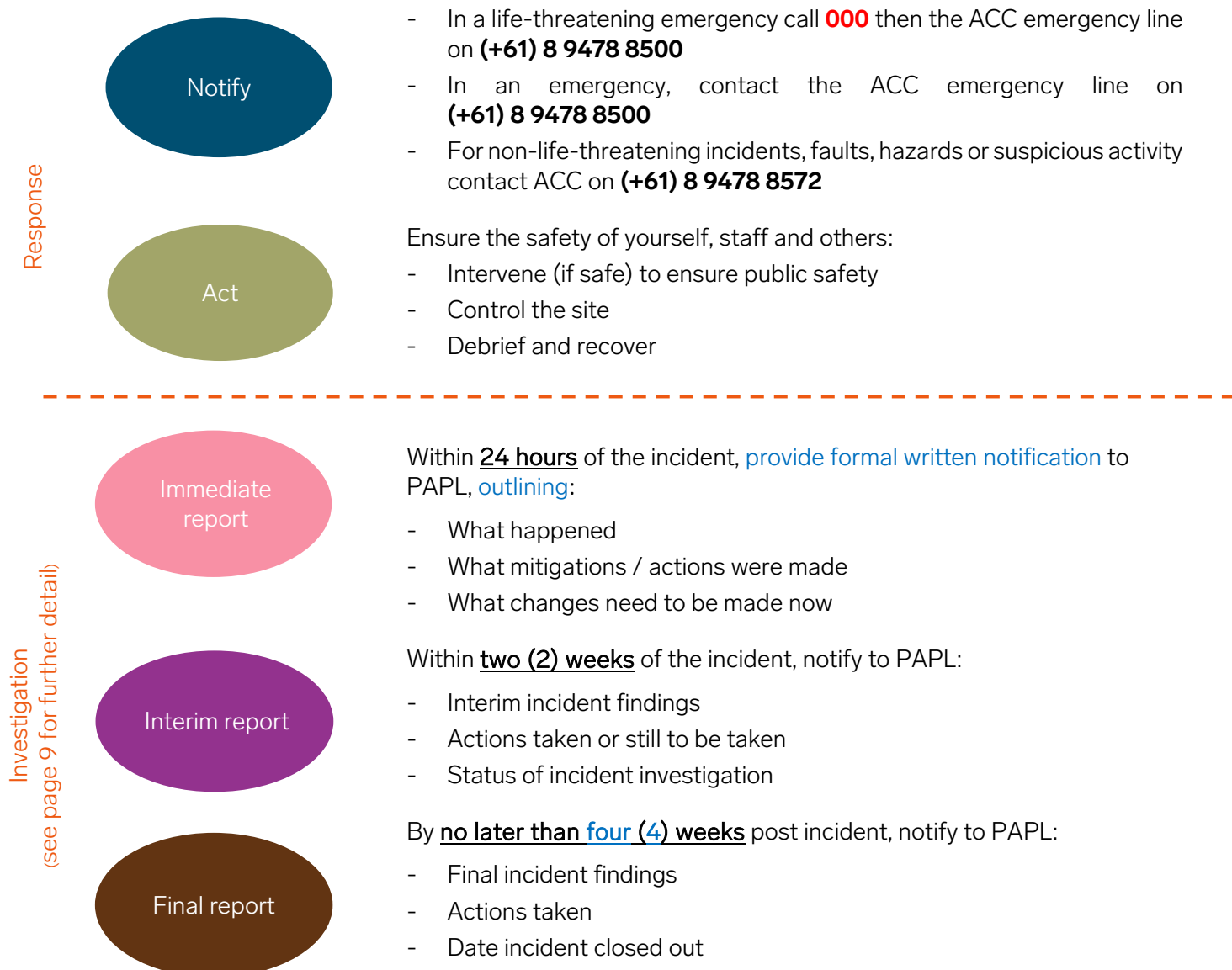


What is an Incident?

An incident is an unplanned event which has the potential to cause harm to persons, property / assets, the environment or unintended disruption to operations. This also includes near misses or non-conformance issues and any incident that has occurred on an aircraft that is returning to, or expected to arrive at, Perth Airport. An incident can be (but is not limited to) the following:

- Risk or threat to people's safety
- Near misses
- Injury or illness
- Crash, spills, releases
- Aviation Incidents
- Fire
- FOD
- Property damage
- Environmental damage
- Suspicious behaviour
- Storm / weather damage
- Criminal activity (theft etc)

For any incident there are 4 key steps to be taken:





Notifying an Incident

All incidents have the potential to escalate (sometimes very quickly) into a larger event, emergency and / or disruption to services.

For example, the evacuation of a building may cause staff and public confusion, misinformation and anxiety, or have an impact on roads which then impacts traffic movements to terminals and ultimately aircraft departures, furthering confusion and wellbeing.

Be aware that as a result of Perth Airport being a location of high activity, a number of responders and agencies will likely attend an incident. Perth Airport, police and emergency services have pre-plans that identify additional resources and specialist support ready to deploy in many scenarios.

Because of this, the ACC is best placed to coordinate response teams for the whole of the PAPL estate.

If you see a hazard and/or an incident anywhere on the PAPL estate, it **must** be reported to:

- In a life-threatening emergency **000** then the ACC emergency line on **(+61) 8 9478 8500**
- In an emergency situation – the ACC emergency line on **(+61) 8 9478 8500**
- Non-life-threatening incidents, faults, hazards or suspicious activity – the ACC on **(+61) 8 9478 8572**

Incidents where PAPL infrastructure or the environment has been damaged or any damage resulting in a potential risk to others must always be reported to ACC as should any security incident, or injury or illness requiring PAPL's assistance, or where the injury or illness has occurred as a result of PAPL infrastructure.

Operators must promptly notify PAPL in writing if they become aware of any accident, defect or want of repair that affects PAPL fixtures, equipment or any utilities (including water supply, electricity, drainage or other services), regardless of whether the operator has caused it.





Assisting at an Incident

For all incidents there are some basic steps to undertake which will not only assist in the immediate response to an incident, but also in understanding what occurred and how prevent future occurrences. These steps include:

1. Ensure the safety of yourself, staff and visitors.
2. Provide first aid and call emergency services and the ACC.
3. Take control of the area (but only if safe to do so).
4. Debrief and recover.

1. Ensure the Safety of yourself, staff and visitors

The priority at Perth Airport is to ensure the safety of all workers on the Airport and visitors.

In an incident or emergency, as the first on scene you will need to ensure that there is no further threat to you or fellow workers and visitors.

Know there is danger at every scene. Don't put yourself or others at risk.

If you identify immediate dangers to yourself – **STOP** and retreat immediately taking others with you.

Rely on the emergency services, who are better trained and experienced to control the site.

If there is no direct threat to you then you should assist those who need help if you can.

As an airport worker, you will also be the focus of the public for help and support, particularly if there is nearby operational activity, traffic or crowds.

If an armed offender is active on airport, adopt the principal of retreating and withdraw from the area to a safer place, taking anyone you can with you.

2. Provide first aid and call emergency services and the ACC

ATTEND TO PUBLIC SAFETY

FIRSTLY You & Staff

Make sure you have donned PPE & have an escape route. If you are not comfortable for your welfare or safety, then withdraw from the scene. Do not allow unprepared staff to be in harm's way.

THEN Those in need

Provide immediate support if it is safe to do so. Call for emergency help immediately to those hurt or threatened. Be ready to provide as much information as possible.

LOOK OUT FOR Customers

Use cordons to ensure that others are not unknowingly or unnecessarily exposed to confusion or trauma. Identify helpers for this role.

Have emergency services and the ACC been contacted? If not, do so now on **000** and **(+61) 8 9478 8500**.



Know that when you call you will be required to provide additional information such as:

- The nature of the incident
- Your location and nearest cross street
- Access to the site
- Who is threatened or injured
- What structures are involved
- Who is on site assisting
- If there is any further threat
- Confirm your phone number.

REPORTING 000 & (+61) 8 9478 8500



Provide your details:

- Describe exact location
- Describe best access to site
- Describe the threat, loss, injury
- List support on site
- Confirm who is in control
- Outline actions taken
- List further support needed

It is important that if you ring emergency services that you also provide this information to the ACC so emergency services can be guided and staged at locations across the airport as per response plans.

3. Take Control

If it is safe to do so, the most practical way to control a site is to 'cordon' the site so that people can safely leave and be accounted and to prevent others from entering.

Tools and techniques to implement cordons include using other workers to assist, setting up screens, using cones or vehicles or closing access to ensure others are not hurt or unnecessarily involved. Also use cordons or access control to ensure that visitors and passengers are not unnecessarily exposed to the incident.

Good control will reduce confusion, be welcomed by the emergency services, and will prevent other secondary incidents and events occurring that may cause further harm or impacts to operations.

TAKE CONTROL



- Defend the site
- Be easily identifiable
- Introduce yourself & role
- Be clear in your direction
- Involve those who can help

CLEAR & CORDON



- 'Move on' non-essential persons
- Physically mark the cordon
- Set perimeter guards
- Perth Airport may mobilise the Forward Command Vehicle to site

Response guides have been prepared and are available at Appendix 1 to assist when dealing with an incident or emergency.



4. Debrief & Recover

Take the time to immediately note your observations and actions. This could be simply by saving your phone or message records or making brief notes afterwards. Make sure that if there is a formal investigation or review that your notes and own observations contribute to the review.

It is important for improving operations and for your own wellbeing that you have the opportunity to discuss the response and what did and did not work well. This will allow you and your organisation to be better prepared for next time. Arrange or participate in a 'hot debrief' at the first opportunity.

Everyone can be affected by an incident and can find themselves challenged in many ways. You should discuss these challenges when you attend a post incident debrief.

Do not hesitate to refer yourself or others to your company's Employee Assistance Program should your / their wellbeing be further challenged as a result of their experience.

Incident Investigation

To prevent the incident from occurring again, an investigation must be undertaken by the operator after the incident to address the following matters:

1. Circumstances of the incident
2. The likely cause or causes of the incident
3. Actions taken by the operator to mitigate the consequences of the incident
4. Actions taken by the operator to prevent the incident or similar incidents from reoccurring
5. Any other information requested by PAPL or external agencies/investigators.

PAPL may request a written report on the above.

PAPL reserves the right to undertake its own investigation of (or appoint an expert to investigate) an incident and in such circumstances the operator must assist and cooperate with PAPL in respect of any such investigation.



First Responders

Often airport workers at Perth Airport are first on scene at an incident.

All Perth Airport frontline employees are trained as 'First Responders' to conduct first intervention to ensure that there is no further threat to any staff, worker or visitor to Perth Airport, or to the safe operations of the airport including airside, landside and terminal operations.

To be able to react as a first responder and intervene you should have basic workplace training.

Ensure that you have consulted your supervisor if you require First Aid, Fire Extinguisher, Warden (terminal operators) or Fuel Spill Response (airside operators) training.

Training can [currently](#) be booked via FlightPath, [although courses will be transitioned to AIRDAT Passport in late 2025](#). FlightPath can be accessed via the Perth Airport [website](#).

Please refer to [Appendix 2](#) for further details about FlightPath.



ARFFS Station Perth Airport



Controlling Agencies

In developing incidents that may pose a threat to public safety or airport operations, initial situation reporting will result in an organisation arriving on scene and taking control. The agencies that have this responsibility are usually:

- Police Services (Australian Federal Police (AFP) and / or Western Australia Police Force (WAPF))
- Fire Services (Airport Rescue Fire Fighting and/or Fire and Emergency Services)
- Ambulance Services (St John WA)
- Perth Airport.

There are procedures and protocols that determine the agency in charge depending on the incident. The officer in charge is often referred to as the Incident Controller and the agency they represent as the Controlling Agency.



Incident Controller

The person responsible for commanding, coordinating and controlling an incident is referred to as the Incident Controller. The incident controller is normally the most senior member of the controlling agency (i.e., police, fire, ambulance). In Western Australia, the Emergency Management Legislation gives the Incident Controller all authority to protect life and conduct operations even on airport land, in airport structures and facilities and airside. Their directions must be adhered to.



Medical Emergencies

If the incident is perceived as life threatening, **000** must be called first followed by the ACC on (+61) 8 9478 8500.

Medical Assistance

If you encounter a person in or around the airport who appears to be requiring urgent medical attention, contact the ACC on (+61) 8 9478 8500 to arrange a response.

Terminal Duty Managers can provide immediate first aid in the Terminals where required.

Ambulance

If an ambulance is required, the ACC must be notified immediately so they can contact the relevant emergency services for immediate assistance. The ACC must always be contacted in an emergency to ensure appropriate vehicle/staff escort is supplied and interim care can be provided.

Defibrillators

There are multiple defibrillators available throughout the terminal in public zones which are clearly identifiable. These defibrillators are public access defibrillators which are designed to be used without specific training by any member of the general public. Once the unit has been switched on or the pads are removed, voice prompts will guide the operator through the process.

Medical Emergency On-Board Aircraft

If an aircraft operator receives notification that a medical emergency has occurred on board an inbound or outbound flight, the airline or ground handling agent must immediately contact **000** (if an emergency) and the ACC and provide the following information:

- Passenger name(s)
- Passenger gender(s)
- Passenger age(s)
- Nature / reason for emergency
- Any pre-existing illnesses
- Flight number
- Estimated time of arrival (ETA) at terminal
- Requirement for an ambulance.

The ACC will assess this information and advise the relevant responding agencies.

It is the responsibility of the aircraft operator and / or Ground Handling Agent (GHA) to provide the above information to emergency services and the relevant border agencies (i.e., Australian Border Force (ABF) and Department of Agriculture, Fisheries and Forestry (DAFF)).

Airside Medical Transfers

If an airside medical transfer is required, the ACC must be notified so they can ensure appropriate vehicle / staff escort is supplied.



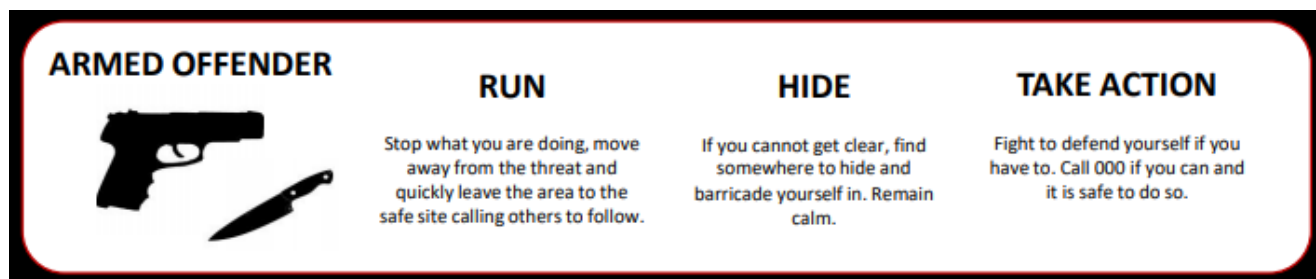
Active Armed Offenders

A threat to places of mass gathering is the **Active Armed Offender** (sometimes known as an **Active Shooter**).

An Active Armed Offender is an armed person who has used, or is seeking to use, deadly physical force on other persons and actively continues to do so while having access to additional victims. The violence is ongoing and usually brief in duration. The weapon of choice is not restricted to a firearm. Edged weapons, incendiary devices, blunt instruments, improvised explosive devices, and vehicles have also been used by active offenders around the world.

The typical active armed offender will attempt to kill as many people as possible within a short period of time. A scenario of this nature does not generally include a hostage situation but can potentially transition into one.

If faced with an active armed offender situation, follow the actions below:



Under immediate gun fire or attack:

Take cover initially, but attempt to leave the area as soon as possible, If safe to do so.

Nearby gunfire or attack:

Leave the area immediately, moving away from gunfire if this can be achieved safely.

If unable to evacuate:

Hide in a secured area which offers protection. Remain quiet, switch mobile phones to silent and stay there until told otherwise by the authorities, or you need to move for safety reasons.

If confronted by the offender:

Take action to disrupt and / or incapacitate as a last resort.

In an attack involving firearms, a police officer's priority is to protect lives. In an active shooter scenario this usually means locating the offender as quickly as possible, even if it means initially moving past people who need help. Avoid quick movements or shouting and keep your hands in view.

Further information on action to be taken in the event of an active armed offender incident can be found at the Australian National Security website at www.nationalsecurity.gov.au.



Information Management

All activity at Perth Airport is of interest to the community. Any incident can usually result in enquiry by a range of media organisations. Perth Airport's media liaison team are responsible for managing media and providing information relating to the conduct of the airport.

Unless directed by Police and emergency services, Perth Airport ensures it is accessible to the media, provides accurate information and maintains a good working relationship with a number of information organisations. The media liaison team also work in conjunction with the information officers of the responding agencies and of the airline or organisation impacted.

All media enquiries regarding airport operations are to be referred to the media liaison line on **(618) 9478 8877**. You should inform the ACC if you have been contacted or approached by a person or persons to comment on the response to an incident or emergency event.



Definitions and Acronyms

Term	Definition
Active Armed Offender	A person has been observed brandishing a firearm, weapon or suspicious device when it is obvious that they are not from Police or Security or Guard Services.
Aerodrome Emergency Committee (AEC)	<p>Described in Civil Aviation Safety Authority Regulations Part 139.005 (source: <i>Civil Aviation Safety Regulations 1998, Part 139 MOS</i>).</p> <p>A dedicated committee of Police, Emergency Services, support agencies, airlines and stakeholders who guide the development and conduct of the Aerodrome Emergency Plan.</p>
Aerodrome Emergency Plan (AEP)	<p>Described in Civil Aviation Safety Authority Regulations Part 139.005 (source: <i>Civil Aviation Safety Regulations 1998, Part 139 MOS</i>).</p> <p>A plan developed by the Airport Operator to coordinate all agencies and their individual Aerodrome Emergency Procedures, Federal, State or Supporting area plans for dealing with an Airport emergency (source: <i>Australian Airports Association, Airport Emergency Planning in Australia 2012</i>).</p>
Airport Control Centre (ACC)	The centre at the Airport known as the 'Airport Control Centre' and being the centre from which PAPL controls and coordinates Airport operations, including airfield, terminal and landside operations.
Emergency Coordination Centre (ECC)	A dedicated centre at Perth Airport where the airport operator (PAPL) works to coordinate resources and assistance to response agencies, provide airport operational information to stakeholders and implements business continuity plans as appropriate (source: <i>Perth Airport Pty Ltd</i>).
Incident Controller	The Incident Controller is the person designated by the relevant Controlling Agency, to be responsible for the overall management and control of an incident within an incident area and the tasking of agencies in accordance with the needs of the situation.

Responding Agencies

AFP	Australian Federal Police
WAPF	Western Australian Police Force
ARFFS	Aviation Rescue and Fire Fighting Services
DFES	Department of Fire and Emergency Services
SJA	St John Ambulance
PAPL	Perth Airport Pty Ltd



Further Enquiries, Contacts & Emergencies

Emergencies

In case of emergency contact **000** (if a life-threatening situation) then ACC on **(+61) 8 9478 8500**.

Further Enquiries & Changes

If you have any questions in relation to this standard, please contact:

Head of Security & Emergency
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985

Phone: (+61) 8 9478 8475

For enquiries or proposed changes to this Standard, please email document.controller@perthairport.com.au.
Changes will be considered by the Airport Emergency Committee and Ramp Safety Committee.

Important Contacts

Emergency Services..... **000**

Airport Control Centre

Reporting emergencies:..... (+61) 8 9478 8500

Reporting incidents:..... (+61) 8 9478 8572

Security & Emergency Operations Manager

Phone:..... (+61) 8 9478 8439

Mobile:..... (+61) 438 877 918

Australian Federal Police

Phone:..... (+61) 131 237

Airport Services Office

Phone:..... (+61) 8 9478 8454



Perth Airport Staff **First Responder** Guide

LIFE THREATENING EMERGENCIES : 000
ANY SECURITY THREAT OR EMERGENCY : 9478 8500
OTHER UNPLANNED EVENTS : 9478 8572
EMERGENCY COORDINATION : 9476 8811

Your Location, Call sign & Phone :

FIRST RESPONDER READY



- Always have your kit ready and always work in what PPC you can
- Wear the appropriate PPE for the hazard or threat
- Have two secure reliable means of communication (radio & phone)
- Be identifiable in your role to others (tabard or uniform)
- If driving meet PAPL's requirements & ensure your vehicle is identifiable
- Stay trained and practiced in your response role

You must be able to meet these 'ready rules' to take a role in incident intervention.

CONTROL



- Park up to defend the site
- Be easily identifiable
- Introduce yourself & role
- Be clear in your direction
- Involve those who can help

CLEAR & CORDON



- 'Move on' non essential persons
- Physically mark the cordon
- Use cones – tape – vehicles - screens
- Set perimeter guards
- Mobilise the FCV to site

ATTEND TO PUBLIC SAFETY

FIRSTLY

You & Staff

Make sure you have donned PPE & have an escape route. If you are not comfortable for your welfare or safety then withdraw from the scene. Do not allow unprepared staff to be in harms way.

THEN

Those in need

Provide immediate support. Get police or emergency help immediately to those hurt or threatened. Be ready to provide as much information as possible on their arrival.

LOOK OUT FOR

Customers

Use cordons to ensure that others are not unknowingly or unnecessarily exposed to confusion or trauma. Identify helpers for this role.

COMMUNICATE 000 & 9478 8500



- Provide your details
- Describe exact location
- Describe best access to site
- Describe the threat, loss, injury
- List support on site
- Confirm who is in control
- Outline actions taken
- List further support needed

HIERARCHY OF COMMAND



Crisis Director
(Crisis Team)

Emergency Operations Coordinator
(ECC Team)

Airport Operations Manager
(ACC Team)

Perth Airport Liaison Officer
(Forward Response Support Team)

ARMED OFFENDER



RUN

Stop what you are doing, move away from the threat and quickly leave the area to the safe site calling others to follow.

HIDE

If you cannot get clear, find somewhere to hide and barricade yourself in. Remain calm.

TAKE ACTION

Fight to defend yourself if you have to. Call 000 if you can and it is safe to do so.

Perth Airport FCV and emergency vehicles move to Gate 6 immediately



Appendix 2 Training

FlightPath

FlightPath is Perth Airport's Learning Management System for External Business Partners and the centralised location for all PAPL learning resources.

To access mandatory training at Perth Airport, all personnel must register for a FlightPath profile. Once registered, users can locate the required training using the 'Browse for Training' feature, with all modules available for self-registration.

For additional details on FlightPath and access instructions, please visit FlightPath on the [Perth Airport website](#).

AIRDAT Passport

From late 2025, all external online trainings will be exported to AIRDAT Passport. This eLearning Management System will be accessible via this link: <https://passport-per.airdat.org>.

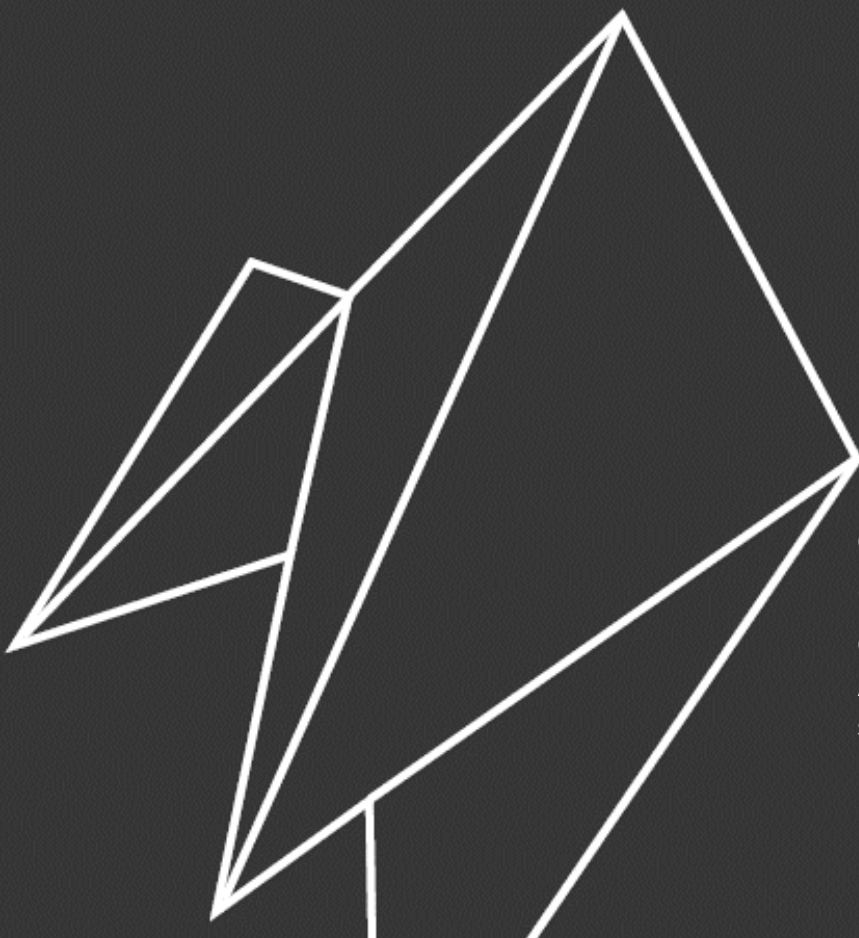
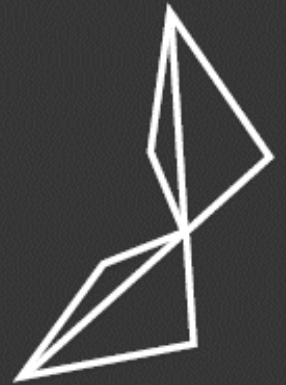
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