



Local Emergency Response Plan

LERP

Station: MUC

Originator: AY-Business Resilience

Date of latest update: 27.02.2024

Finnair Ground Operations staff present at station Yes No

Finnair Sales staff present at station (destination) Yes No

Finnair Cargo staff present at station (destination) Yes No

Location where LERP station copy is filed:	
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Copy of this LERP to be sent to:

Area Manager	
Name:	Sari Partanen
Cell phone:	+358 50 5270470
email:	sari.partanen@finnair.com

All questions and changes concerning this LERP shall be addressed to Finnair Area Manager.

To be updated yearly or when any information changes

ACTION 1: Record and verify the call

Call received, time: _____

Call verified, time: _____

ACTION 2: Notify Finnair Operations Control Center (OCC) immediately

Call +358 9 818 5851, time: _____

Keep the line open for further instructions or make sure OCC has your number

Standby numbers +358 9 818 5852 and +358 9 818 2970

ACTION 3: Gather information and confirm in writing to Finnair OCCocc@finnair.com

Flight No.	Codeshare No.	Aircraft type	Crew	Pax + INF
Souls on board (SOB)		Routing	Time Local	Time UTC

NATURE OF THE EMERGENCY SITUATION

Flight Accident Hijacking Aircraft missing Exercise only

Location of the occurrence: _____

Brief Description:

INFORMATION SOURCE

Name
Organization/company
Tel.

NAME OF THE PERSON RECEIVING ABOVE INFORMATION

Name
Organization/company

ACTION 4: Send an agent to the departure gate to secure all flight related material from the trash can

ACTION 5: Send an SMS about the emergency response activation ("This is not a drill – FER activated") to all LAP persons (LERP Section 3)

ACTION 6: ALARM and Call:

Emergency Coordinator (EC):	Swissport Losch Operations, Duty Manager (04:30-00:00LT)	Time
Tel.	+49 89 975 91 283	

If not reached, call deputy

Deputy of EC:	Ingo Schnitger DHS Ira Melnikow DHS	Time
Tel.	+49 170 441 9125 // +49 151 59154 279	

If the above persons are not reached continue with LAP (LERP Section 3) and only after that continue with this action list.

ACTION 7: Keep a log of activities (use LERP Form B)

ACTION 8: Provide Authority Operations Center (AOC) with necessary information e.g. souls on board (use LERP Form I)

Inform total number of persons on board, rescue equipment, DGR and other special load, amount of fuel left.

Do not release passenger or crew manifests to anybody without authorization from Crisis Director (Finnair Crisis Center in Finland)

ACTION 9: Call for immediate assistance at the airport

Check other airline contacts from LERP Section 4 – Crisis contacts

ACTION 10: Book a hotel/s for passengers, crew, next of kin and Site Team

Check hotel information from LERP Section 4 – Crisis contacts

ACTION 11: If Emergency Coordinator (EC) has not arrived continue with EC tasks and duties (LERP Section 5). Inform Finnair OCC when EC has arrived.

Forms needed: Staff Allocation Log of Activities Aircraft Accident Information Sheet
Handover Form

Make sure you have all necessary forms available (if not, ask from OCC)

- End of Immediate Actions -

CALL UNTIL YOU REACH AT LEAST ONE PERSON ON THE LIST WHO CONFIRMS TO
CONTINUE CALLING ACCORDING TO THE LIST.

Emergency Coordinator (EC)
Name Swissport Losch Operations, Duty Manager Role and responsibility Duty Manager Mobile number +498997591283

EC calls to CALLER 1, 2 and 3

CALLER 1 (1 st person to be called)	CALLER 2 (2 nd person to be called)	CALLER 3 (3 rd person to be called)
Name: Swissport Losch Operations, Duty Manager Role and responsibility: Duty Manager Mobile number: +49 89 975 91283	Name: Jan Pellinen Role and responsibility General Manager D,A,CH & Slovenia, AY, based in HAM, External Relations Coordinator, ERC Mobile number: +49 1722034053	Name Role and responsibility Mobile number



Name: Benedict Broll Role and responsibility: Key Account Operations Mobile number +49 151 55046176	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name: Christian Fischer Role and responsibility: COO Swissport Losch Mobile number +49 151 55046342	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name: Ira Melnikow Role and responsibility: Station Manager Mobile number: +49151 59154279	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name: Ingo Schnitger Role and responsibility: CEO DHS Mobile number: +49 171 3555777	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Name Role and responsibility Mobile number	Name Role and responsibility Mobile number	Name Role and responsibility Mobile number
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Continue the Alarm Plan when necessary by copying this page.

Crisis Contacts and Locations

FINNAIR CRISIS CENTER (FEC) IN FINLAND

OPERATIONS CONTROL CENTER (OCC)

Tel.	+358 9 818 5851
Standby	+358 9 818 5852 / +358 9 818 2970
Email	occ@finnair.com

SUPPORT GROUP in Finnair Crisis Center (FEC) to contact the Crisis Director

Tel.	To be informed by OCC once activated
email	fecops@finnair.fi

FINNAIR COMMS NUMBER FOR MEDIA 24h

Tel.	+358 9 818 4020
email	comms@finnair.com

LOCAL FINNAIR CONTACTS

Finnair Airport Office

Tel.	N/A
email	N/A

Finnair Town Office

Tel.	N/A
Location	N/A
email	N/A

Aurinkomatkat Suntours local office

Tel.	N/A
Location	N/A
email	N/A

Local Telephone Enquiry Center (LTEC) – number to be published for NOK to contact

Public number	+49 89 979 – 0
Internal contacts only	N/A
Location	N/A
email	pp-obb.flughafen-muenchen.gast-epic@polizei.bayern.de

Local MEDIA representation (e.g. PR office to be used in a crisis)

Name/Company	Hill + knowltonStrategies GmbH
Tel.	+49 30 288 75 858
Location	Friedrichstr. 148, 10117 Berlin
email	Anny.elstermann@hkstrategies.com

LOCAL AUTHORITIES

Authority Operations Center (AOC)

Tel.	+49 89 975 21410
Location	Apron Terminal 1
email	verkehrsleitung@munich-airport.de

Authority entitled by Local Legislation to get custody of the documentation of crew and passenger manifests:

Bundesstelle für Flugunfalluntersuchung, Luftfahrt-Bundesamt, Police acting on behalf of BFU and LBA

Please note that within the EU, Regulation No 996/2010 applies:

Safety Investigation Authority.
Authority Designed to liaise with relatives of the persons on board, and where necessary; Medical units needing information for the treatment of patients

Locations

Local Airline Control Center (LACC)

Station Manager Office/ Key Account Office

Crew Assembly Area:

[TBA by airport](#)

Passenger Reception Center (PRC)

[Terminal F](#)

Friends and Relatives Reception Center (FRRC)

[Terminal F](#)

LOCAL HOTELS

Hotel for PASSENGERS to serve as Family Assistance Center:
Novotel

Tel.	+49 89 970 51 30
Address	Nordallee 29, 85356 München-flughafen
email	H6711@accor.com

Hotel for CREW: Hilton

Tel.	+49 89 97820
Address	TerminalStrasse Mitte 20, 85356 München-flughafen
email	Info.munichairport@hilton.com

Hotel for FINNAIR SITE TEAM and 3rd party vendor:

Marriot

Tel.	+49 81 61 96 60
Address	Alois-Steinecker-Strasse 20, 85354 Freising.
email	muenchen.airport@marriotthotels.com Fill out

EMBASSY CONTACT INFORMATION**Finnish Embassy Berlin**

Tel.	+49 30 50 50 30
Location	Rauchstr. 1, 10787 Berlin
email	info.berlin@formin.fi

Consular Representation – Honorary Consulate of Finland München

Tel.	+49 89 414 14 750 / +49 89 414 14 751
Location	Maria-Theresia Str. 6, 81675 München
email	schoeller@honorarkonsulfinnland.de

Contact information published by the embassy (or relevant organization) in a crisis for public inquiries

Tel.	+358 9 1605 5555 (Emergency Service 24/7)
email	Paiivystys.um@formin.fi

Swedish Embassy in Berlin

Tel.	+49 30 50 50 60
Location	Rauchstr. 1, 10787 Berlin
email	ambassaden.berlin@gov.se

Estonian Embassy in Berlin

Tel.	+49 30 25460602
Location	Hildebrandstraße 5, 10785 Berlin
email	Embassy.Berlin@mfa.ee

OTHER AIRLINES TO ASSIST**British Airways**

Tel.	Fill out
email	Fill out

Qatar Airways

Tel.	Qatar Airways +49 89 975 92584
email	muckzqr@de.qatarairways.com

fill out oneworld representative contact information

Tel.	Fill out
email	Fill out

(fill out airline representatives contact information, if available in advance)

Tel.	Fill out
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(fill out airline representatives contact information, if available in advance)

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(fill out airline representatives contact information, if available in advance)

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email	Fill out

HOSPITALS**Krankenhaus Erding**

Tel.	+49 8122 / 5900
email	info@kkh-erding.de

Krankenhaus Freising

Tel.	+49 8161 / 243000
email	info@klinikum-freising.de

OTHER USEFUL CONTACTS**Catering**

Tel.	+49 89 975 93424 /-425
email	rdiesler@gategourmet.com

Lifting equipment Operators

Tel.	090 / 8585011
email	

Red Cross

Tel.	+49 89 19222
email	

- End of Crisis Contacts -