

# **Scandinavian Airlines Systems SAS**

## **Station Emergency Response Plan**

### **Part 4 – Critical Contact Information**

**Station:** **MUC**

**Last update by station:** **01SEP2024**

This series of manuals comprises of 5 parts:

**Part 1 – Preplan Information**

**Part 2 – Envelopes (Checklists)**

**Part 3 – Forms**

**Part 4 – Critical Contact Information**

**Part 5 – Carrier Specific Emergency Procedures and Directions**

This document describes Scandinavian Airlines station emergency response planning, teams and procedures

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<b>Critical Contact Information</b>		

## 1.1 Non-Carrier Specific Notification Information

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no.: country/city code/local number

## 1.2 Airport Authorities

<b>Contact</b>	Munich Airport Operations Center	o	+49 89 975 21410
		o	+49 89 975 21420



## 1.3 Airport Emergency Centre

<b>Contact</b>	Munich Airport Crisis Center	o	+49 89 975 21031
		o	+49 89 975 21032
		f	+49 89 975 21036



## 1.4 Air Traffic Control Services

<b>Contact</b>	Air Traffic Control MUC	o	+49 89 978 0346
		o	+49 89 978 0340
		o	+49 89 978 0342 /-0344



## 1.5 Other important authority, partner or organization you need to notify locally

<b>Contact</b>	LH HOC MUC Crisis Room	o	+49 89 975 76000 (HOC)
		o	+49 89 975 76981 (Crisis Room)
		f	+49 89 975 76109 (HOC)



### Critical Contact Information

## 2 Carrier specific station notification plan

[go to](#) Station Notification Plan

go to (Airline 2)

[illegible]

## 2.1 SAS Station Notification plan (SK)

### When alarming

- Give preliminary, short accident briefing
- Give first orders / duty assignments
- Specify location of reporting to duty
- Entrust a reliable person with completion of notification calls, if necessary

<b>Operations Control Center STO STOOPSK (initial crisis center)</b>	o	<b>+46 8 797 3040 Only to be used in an emergency situation</b>
	e	<a href="mailto:sk.occ@sas.se">sk.occ@sas.se</a>
<b>Emergency Response Center STO Central Support Unit Crisis Center</b>	o	<b>+46 10 206 4957</b> <b>+46 10 206 4959</b> +46 8 797 2043 (back-up only)
	f	+46 8 797 2044 (back-up only)
	e	<a href="mailto:csu@sas.se">csu@sas.se</a>
<b>Corporate Communication STO</b>	o	+46 10 206 4927



help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country/city code/local number

<b>Airline: Station Manager</b>	o	+49 69 690 25273
<a href="#">Fuat Alp</a>	m	+49 151 543 16213
	e	<a href="mailto:Fuat.alp@sas.dk">Fuat.alp@sas.dk</a>
<b>Deputy</b>	o	+49 69 690 25273
<a href="#">Jörg Weißenstein</a>	m	+49 171 698 7050
	e	<a href="mailto:Joerg.weissenstein@sas.dk">Joerg.weissenstein@sas.dk</a>



**continued on next page**

<b>Handling Agent: Contact information</b>	m	+49 170 441 9125
DHS Dortmund Handling Service	o	
	e	muc@dhs.aero
<b>Response Coordinator ( person or function)</b>	m	+49 151 591 4279
Mrs. Ira Melnikow	e	ira.melnikow@dhs.aero



help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
 ▼ phone no. format: country + area/city code + local no.

<b>Office used as Station Emergency operation centre</b>	o	
	o	
	e	



<b>Cargo Contact (Dangerous Goods Handling)</b>	o	+49 89 975 94220
Swissport Cargo Services Deutschland GmbH	f	
	e	MUC.Cargo@swissport.com



<b>Local Code Share Partner (non-Star All., etc 1)</b>		
<b>Local Code Share Partner (non-Star All., etc 2)</b>		



**continued on next page**



<b>Other local key persons, e.g. Duty Manager, Local Sales Manager</b> <ul style="list-style-type: none"> <li>○ If already known, inform the person notified about planned function and duty location</li> <li>○ A general list of all staff should be maintained separately</li> </ul>		
Lars Krüger	m	+49 174 3124 523
SAS Key Account Manager Sales	e	Lars.kruger@sas.dk

## 2.2 Station Notification ( ) Do not update page 5-6

### When alarming

- Give preliminary, short accident briefing
- Give first orders / duty assignments
- Specify location of reporting to duty
- Entrust a reliable person with completion of notification calls, if necessary




help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

<b>Airline: Station Manager</b>		
<b>Deputy</b>		



<b>Handling Agent: Manager</b>		
<b>Deputy</b>		



continued on next page

## Critical Contact Information

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email

▼ phone no. format: country + area/city code + local no.

Office used as Emergency Response Center		



<b>Cargo Contact</b> (Dangerous Goods Handling)		



<b>Local Code Share Partner</b> (non-Star All., ctc 1)		
<b>Local Code Share Partner</b> (non-Star All., ctc 2)		



**Other local key persons, e.g. Duty Manager, Local Sales Manager**

- If already known, inform the person notified about planned function and duty location
- A general list of all staff should be maintained separately

[illegible]

### 3 Station Overview

#### 3.1 Local Skyteam Station Management

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
 ▼ phone no. format: country + area/city code + local no.

<b>Air France/KLM</b>	m	+49 175 219 6584
Patrik Toepfner (Station Manager)	o	
	e	patoepfner@airfrance.fr
Myriam Rochat (Station Managers Deputy)	o	
	e	myrochat@airfrance.fr

<b>Air Europa</b>		
Valentin Lantigua (Station Manager)	o	+49
	e	muckkux@air-europa.com
	o	

<b>ITA Airways</b>		
Donatella Squeo-Weis (Station Manager)	m	+49 160 9399 2790
	o	
	e	Donatella.squeo-weis@ita-airways.com
	o	

<b>Delta Airlines</b>		
Francesco Dell Aquila (Station Manager)	o	+49 89 975 91630
	m	+49 151 174 55 810
	e	Francesco.dellaquila@delta.com
	m	+49 176 8215 3245
	f	+49 89 975 91876

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

help function: click on form field and press F1

m = mobile, h = home, o = office, f = fax, e = email  
▼ phone no. format: country + area/city code + local no.

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

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(Station Managers Deputy)		

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(Station Managers Deputy)		



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(Station Manager)		
(Station Managers Deputy)		

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(Station Managers Deputy)		

(Airline)		
(Station Manager)		
(Station Managers Deputy)		

### 3.2 Organizational Aspects

Ground Handling Contractors	
○ provide company names only, no detailed contact information required here	
Swissport Losch Munchen GmbH &co. KG	<a href="mailto:MUC.Operations@swissportlosch.com">MUC.Operations@swissportlosch.com</a>  Phone +49 (0)89 975 91282 Fax +49 (0)89 975 91287 Telex MUCKSXH
	t.b.a.
	t.b.a.

Supervision of Ground Handling performed by	
○ if applicable, provide company names only, no detailed contact information required here	
Swissport Losch	Ramp service
	t.b.a.
	t.b.a.

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### Critical Contact Information

### Organizational Aspects (continued)

### Neighboring stations with maybe helpful company own resources

[illegible]

### Code Share partners with maybe helpful local or close resources

- *provide names and/or code of respective airline(s)*

	t.b.a.
	t.b.a.

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### 3.3 Organizational Aspects

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Updated Airport Authorities emergency plan available at station office?	Yes
Contents of Airport emergency plan reflected in station emergency procedures?	No
Does the airport authorities provide	
- Initial care for uninjured passengers?	Yes
- Initial care for Meeters and Greeters?	Yes

### 3.4 Airport Crisis Center

Location	Munich Airport, GAT North, Building 171.07, Room 101	o	+49 89 975 21031
		o	+49 89 975 21032
		f	+49 89 975 21036
Does the airline representative have access?		Yes	

### 3.5 Local Telephone Enquiry Centre (LTEC)

Location (if available)	GAST/EPIC c/o Police Department Munich Airport Nordallee 1 85356 Munich Airport	o	+49 89 979 1854 /-1855
		f	+49 89 979 1856
		e	epic@munich-airport.de
Number of incoming lines available		16	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	

### 3.6 Passenger Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410 (via FMG)
		f	+49 89 975 21036
Which organization is in charge?		FMG	
Who assumes the leadership in this room?		German Police	
Where are the resources (attendants) drawn from?		FMG	
Are communication facilities available?		Yes	
Availability of private rooms for sensitive talks?		Yes	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	
Access control and security provided? By whom?		German Police	

### 3.7 Family and Friends Center (FFC)

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410 (via FMG)
		f	+49 89 975 21036
Which organization is in charge?		FMG	
Who assumes the leadership in this room?		FMG/German Police	
Where are the resources (attendants) drawn from?		FMG	
Are communication facilities available?		Yes	
Availability of private rooms for sensitive talks?		Yes	
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)		Yes	
Access control and security provided? By whom?		German Police	



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### 3.8 Reunion Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location	Hall F or Maintenance Hangar 3	o	+49 89 975 21410
		f	+49 89 975 21036
Which organization is in charge?	FMG		
Who assumes the leadership in this room?	FMG/German Police		
Where are the resources (attendants) drawn from?	FMG		
Are communication facilities available?	Yes		
Availability of private rooms for sensitive talks?	Yes		
Are forms provided at this location in order to record personal data of uninjured passengers? (If possible, use our own forms!)	Yes		
Access control and security provided? By whom?	German Police		

### 3.9 Family Assistance Centre (Hotel)

Does the station or the local airline community have agreements with hotels for emergency accommodation of uninjured passengers and families? (If yes, provide contact information below)	NO (LH)		
Hotel name and location	Best Western Plus Park Hotel Erding		NH Schwaig
	Hilton Airport, Munich Airport o		Sheraton Schwaig (SAT Hotel)
	Novotel Airport, Munich Airport		Mövenpick Hallbergmoos

### 3.10 Local Media Centre

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

Location (if available)	"Forum M" Press Centre south wing of Munich Airport Centre on level 04	o	+49 89 975 21410
		o	+49 89 975 21420
Which organization is in charge?		FMG	
Are communication facilities available?		Yes	
Access control and security provided? By whom?		FMG	
Spokes- person of the airport authority	FMG Corporate Communications MUC Duty Manager	o	+49 89 975 41180
		e	
other Spokes- person (name also organization)			

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## 4 Useful Local Contacts

help function: click on form field and press F1

m=mobile, h=home, o=office, f=fax, e = email  
▼ phone no. format: country+city cde+loc. no.

### 4.1 Air Traffic Services (ATC/ATS)

DFS German Air Traffic Control Tower Duty Supervisor ACC MUC	o	+49 89 978 0340 /-0342 /-0346
	o	+49 89 978 0330

### 4.2 Banks (Local)

Sparkasse Terminal 2, Level 04, public area Sparkasse Terminal 1, MAC, Level 03	o	+49 8122 5511 3220
	o	+49 8122 5511 3200
Reisebank AG Munich Airport Centre, Level 03, public are	o	+49 89 970 1721
Reisebank AG Terminal 2, Level 03, public area	o	+49 89 975 844
Reisebank AG Terminal 2 Level 04, non-public area Level 05, non-public area	o	+49 89 973 06759
	o	+49 89 970 51425

### 4.3 Cargo Handling Office

Swissport Cargo Services Deutschland GmbH	o	+49 89 975 94220
	e	<a href="mailto:MUC.Cargo@swissport.com">MUC.Cargo@swissport.com</a>

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#### 4.4 Car Rental Agencies

AVIS Budget via AVIS	o	+49 89 975 97600
Alamo	o	+49 1805 4625
Europcar	o	+49 1805 221122
Hertz Sixt	o	+49 89 978 8612
	o	+49 1806 25 25 25

#### 4.5 Catering Services / Restaurants

Gate Gourmet	o	+49 89 975 93424

#### 4.6 Communication Support (local companies – contracted or useful if needed)

FMG Corporate Communications MUC Duty Manager	o	+49 89 975 41180
LH Corporate Communications MUC Duty Manager	o	+49 89 977 2903
	o	+49 89 977 2900
media type		
media type		

#### 4.7 Customs


#### 4.8 Department Stores

<a href="#">Marc O'Polo</a> <a href="#">Terminal 2, non-public area, Level 04</a> <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 975 84241</a>
	o	<a href="#">+49 89 975 83850</a>
<a href="#">Shoe Port</a> <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 978 80777</a>
<a href="#">Müller Drogerie</a> <a href="#">MAC, public area, Level 03</a>	o	<a href="#">+49 89 973 379280</a>

#### 4.9 Doctors (preferably airline contracted, if available)

<a href="#">Airport Clinic M (MediCare)</a> <a href="#">Terminal 1, Module E, Level 03</a>	o	<a href="#">+49 89 975 63350</a>
	o	<a href="#">+49 89 975 63344 (for emergency)</a>

## Critical Contact Information

## 4.10 Embassies & Consulates

[illegible]

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#### 4.11 Ground Transportation (rail, bus, limousine service, taxi, etc.)

Deutsche Bahn (S-Bahn) rail	o	+49 89 13087 1111 (Notfälle)
	o	+49 1805 996 633
Autobus Oberbayern bus	o	+48 89 3230 4231
	o	+49 89 3230 4232
type of transportation		
type of transportation		
type of transportation		
type of transportation		
type of transportation		

#### 4.12 Helicopter / General Aviation Operators

MHS Helicopter Flugservice	o	+49 89 975 97380
	o	
Jet Executive Int. Charter GmbH & Co. KG	o	+49 211 602 7775

### Critical Contact Information

### 4.13 Hospitals

[illegible]



#### 4.14 Hotels

Hilton Munich Airport	o	+49 89 978 20
Novotel Munich Airport	o	+49 89 970 51 30
NH Hotel Munich	o	+49 8122 976 699
Best Western Plus Park Hotel Erding	o	+49 8122 4990
	f	+49 8122 499 499
Best Western Erding	o	+49 8122 99900
Corbin Freising	o	+49 8161 88690
Dorint Freising	o	+49 8161 5320

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#### 4.15 Language Interpreters

via Police (Bundespolizei) any language(s)	o	+49 89 979 2044
	o	+49 89 979 2045
languages		
languages		
languages		
languages		
languages		
languages		

#### 4.16 Law Enforcement Agencies (Police)

Federal Police Operations Centre	o	+49 89 973 07 9900
	o	+49 89 973 07 9901
Munich Airport Police Department Coordination Centre	o	+49 89 979 1012
	o	+49 89 979 1014
Police Headquarters Upper Bavarian North Operations Centre	o	+49 841 9343 1210
	o	+49 841 9343 1211
Field of activity		

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#### 4.17 Lawyers / Legal Counsel (airline contracted, where available)

Cornelius Bartenbach Haesemann & Partner SAS <b>Ernst Eisenbeis</b> Rechtsanwalt	o	+49 221 95190-82
	m e	+49 172 8578269 <a href="mailto:e.eisenbeis@cbh.de">e.eisenbeis@cbh.de</a>
Contracted airline(s)		
Contracted airline(s)		
Contracted airline(s)		

#### 4.18 Office Supply Store

Deutsche Post MAC, Level 03, public area	o	+49 89 973 06945

#### 4.19 Parcel / Shipping Service (e.g. DHL, TNT, Fedex etc.)

DHL Airways GmbH	o	+49 89 978 875 0
Federal Express Corp	o	+49 89 975 959 75
TNT Express GmbH	o	+49 89 975 945

#### 4.20 Postal Services

Deutsche Post MAC, Level 03, public area	o	+49 89 973 06945

#### 4.21 Psychologists / Mental Help / Trauma Support


#### 4.22 Public Health Agencies

Erding Public Health Office	o	+49 8122 581430
Bavarian Health & Food Safety Authority LGL	o	+49 89 975 214890
Field of activity		
Field of activity		

#### 4.23 Red Cross / Crescent / First Aid

Bavarian Red Cross Erding	o	+49 8122 97620
	o	+49 8122 97610
Rettungsstelle Erding	o	+49 89 975 90189
	o	+49 8122 59 1789

#### 4.24 Religious Representation

Airport Pastoral Services	o	+49 89 975 90927
	o	+49 89 975 90932
Denomination		
Denomination		
Denomination		
Denomination		
Denomination		



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5 Maps

Map name	short description, only if needed
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Map name

short description, only if needed



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Map name

short description, only if needed