

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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Critical Contact Information

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

Contact	Munich Airport Operations Center	o	+49 89 975 21410
		o	+49 89 975 21420



1.3 Airport Emergency Centre

Contact	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

Contact	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

Contact	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)

Critical Contact Information

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

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

Airline: Station Manager Fuat Alp	o	+49 69 690 25273
	m	+49 151 543 16213
	e	Fuat.alp@sas.dk
Deputy Jörg Weissenstein	o	+49 69 690 25273
	m	+49 171 698 7050
	e	Joerg.weissenstein@sas.dk



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Critical Contact Information

Handling Agent: Contact information	m	+49 170 441 9125
DHS Dortmund Handling Service	o	
	e	muc@dhs.aero
Response Coordinator (person or function)	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.

Office used as Station Emergency operation centre	o	
	o	
	e	



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



Local Code Share Partner (non-Star All., ctc 1)		
Local Code Share Partner (non-Star All., ctc 2)		

**continued on next page**

Critical Contact Information**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*

Lars Krüger	m	+49 174 3124 523
SAS Key Account Manager Sales	e	Lars.kruger@sas.dk

Critical Contact Information**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.

Airline: Station Manager	
Deputy	



Handling Agent: Manager	
Deputy	

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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		



Cargo Contact (Dangerous Goods Handling)		



Local Code Share Partner (non-Star All., ctc 1)		
Local Code Share Partner (non-Star All., ctc 2)		



Critical Contact Information

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.

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

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

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

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

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.

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

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

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

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

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(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)		
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(Station Managers Deputy)		

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(Station Managers Deputy)		

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(Station Manager)		
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(Station Managers Deputy)		

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(Station Manager)		
(Station Managers Deputy)		

Critical Contact Information

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▼ 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)		

Critical Contact Information**3.2 Organizational Aspects**

Ground Handling Contractors	
<i>○ provide company names only, no detailed contact information required here</i>	
Swissport Losch Munchen GmbH &co. KG	MUC.Operations@swissportlosch.com 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	
<i>○ if applicable, provide company names only, no detailed contact information required here</i>	
Swissport Losch	Ramp service
	t.b.a.
	t.b.a.

Critical Contact Information

Critical Contact Information

Organizational Aspects (continued)

Critical Contact Information**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		

Critical Contact Information**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		

Critical Contact Information**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
	Hilton Airport, Munich Airport o
	Novotel Airport, Munich Airport
	NH Schwaig
	Sheraton Schwaig (SAT Hotel)
	Mövenpick Hallbergmoos

Critical Contact Information**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	<input type="radio"/> o	+49 89 975 21410
		<input type="radio"/> 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	<input type="radio"/> o	+49 89 975 41180
		<input type="radio"/> e	
other Spokes- person (name also organization)			

Critical Contact Information

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	<input type="text" value="o"/> +49 89 978 0340 /-0342 /-0346
	<input type="text" value="o"/> +49 89 978 0330

4.2 Banks (Local)

Sparkasse Terminal 2, Level 04, public area Sparkasse Terminal 1, MAC, Level 03	<input type="text" value="o"/> +49 8122 5511 3220
	<input type="text" value="o"/> +49 8122 5511 3200
Reisebank AG Munich Airport Centre, Level 03, public are	<input type="text" value="o"/> +49 89 970 1721
Reisebank AG Terminal 2, Level 03, public area	<input type="text" value="o"/> +49 89 975 844
Reisebank AG Terminal 2 Level 04, non-public area Level 05, non-public area	<input type="text" value="o"/> +49 89 973 06759
	<input type="text" value="o"/> +49 89 970 51425

4.3 Cargo Handling Office

Swissport Cargo Services Deutschland GmbH	<input type="text" value="o"/> +49 89 975 94220
	<input type="text" value="e"/> MUC.Cargo@swissport.com

Critical Contact Information

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		

Critical Contact Information**4.7 Customs**

4.8 Department Stores

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

4.9 Doctors (preferably airline contracted, if available)

Airport Clinic M (MediCare) Terminal 1, Module E, Level 03	<input type="radio"/>	+49 89 975 63350
	<input type="radio"/>	+49 89 975 63344 (for emergency)

Critical Contact Information

4.10 Embassies & Consulates

Critical Contact Information**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		

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

Critical Contact Information**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

Critical Contact Information**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		

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		

Critical Contact Information

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

Cornelius Bartenbach Haesemann & Partner SAS Ernst Eisenbeis Rechtsanwalt	o	+49 221 95190-82
	m	+49 172 8578269
	e	e.eisenbeis@cbh.de
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

Critical Contact Information**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		

Critical Contact Information**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

Aiport Pastoral Services	O	+49 89 975 90927
	O	+49 89 975 90932
Denomination		
Denomination		
Denomination		
Denomination		
Denomination		

Critical Contact Information

4.25 Security (Companies providing access control staff, guards etc.)

CAP Airport Munich	O	+49 89 975 91071
	O	+49 89 975 91070
Airport Security Services (WASI)	O	+49 89 975 63126
	O	+49 89 975 63110 (for emergency)

4.26 Shipping Services see Parcel / Shipping Services

4.27 Additional important or useful local contacts

Local Aviation Authority of Southern Bavaria	O	+49 89 975 90400
	E	iss@reg-ob.bayern.de
Bavarian State Ministry of Economic Affairs, Infrastructure, Transport and Technology (Operator)	O	+49 89 2162 0
District Veterinary Office Checkpoint Airport (Veterinarian on duty)	O	+49 1522 1896419

Critical Contact Information

5 Maps

Map name

short description, only if needed

Critical Contact Information

Map name

short description, only if needed

Critical Contact Information

Map name

short description, only if needed