



# /19. Emergency Plan

## Appendix 1 Emergency Plan

## Aerodrome manual FMG

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## **I. List of Revisions**

Revision	Date	Content / change
01	01.04.2022	First publication
02	01.09.2022	New emergency plan attached
03	01.01.2024	New emergency plan attached

## **II. Content and publication classification**

Content: Business use

Internal publication: FMG all

External publication:

## **III. Responsibilities**

Chapter-Owner: AVOV

Named person: Manager Operations

Int./Ext. process participants: AVO; AVOV\*; AVP; KSF; KSO; KSR; TE; UK/BuPo; LaPo;

[\*]: Author of this appendix DFS; Medicare;

Other approval participants: KSR

## **IV. Short description**

This annex contains detailed processes and procedures for emergency management at Munich Airport.

## **1. Emergency plan**

"This appendix integrates the emergency plan [EN] into the aerodrome manual. The original document is placed at the end of this appendix without any changes.

This cover sheet procedure integrates FMG as-built documentation into the aerodrome manual system. It is the responsibility of the chapter owner to strictly prevent any uncontrolled further revision of the underlying document outside the aerodrome manual structure and to publish any changes exclusively via the aerodrome manual system."

## **V. Record keeping**

Operational records from internal procedures are subject to the responsible department and are stored there. If these have an impact on the emergency plan due to changes, they are immediately reported to the department responsible for the emergency plan. The emergency plan is updated in accordance with the process described in point 1. Recommendations for action from carried out exercises, their procedural implementation, the documentation of planned exercises and the results of the regular meetings of the core team are documented in the traffic supervisor department [emergency plan officer].

## **VI. Training**

Training on the processes described in this chapter is carried out as follows:

- Independent training in the respective departments
- Large-scale or partial exercises in accordance with EASA

The training on the processes described in this chapter is carried out at the Airport Academy as classroom training "Notfallprogramm".

## **VII. Attachments at department level**

This appendix contains the following annexes at departmental level.

Document-Nr. / Titel	Responsible
AVOV-AA-B-104_E Notfallabarbeitung Irregs Meldewege	AVOV
AVOV-AA-B-105_E Betreuung von betroffenen Personen bei Notfällen	AVOV
AVOV-AA-B-106_E Interne Informationsverfahren bei besonderen Lagen	AVOV
AVOV-AA-B-128_E Alarmstern und TWR Kommunikation	AVOV
AVOV-AA-B-130 Verfahren bei Meldung einer Drohnensichtung	AVOV
KSFF-AA-017_04 Standard-Einsatz-Regel [ SER ] „Bedeutsames Schadensereignis“	KSFF
KSFF-AA-016_04 - Standard-Einsatz-Regel [ SER ] „Lfz-Unfall innerhalb des Flughafen-Geländes“	KSFF

KSFF-AA-023_04 Standard-Einsatz-Regel [ SER ] „Bereitschaftsalarm“ [Alarmstufe A1]	KSFF
KSFF-AA-024_04 Standard-Einsatz-Regel [ SER ] „Lfz-Unfall außerhalb des Flughafen-Geländes“ [ Alarmstufe A3]	KSFF
KSFF-AA-020_03 Standard-Einsatz-Regel [ SER ] „Führungskonzept“	KSFF

## **VIII. Cross-references in the aerodrome manual**

This appendix contains the following cross-references.

Reference to
Kapitel 0.1.2 Erklärung des verantwortlichen Betriebsleiters
Kapitel 0.2.1 Verantwortung für das Flugplatzhandbuch
Kapitel 3 Qualifikation und Schulung
Kapitel 14 Anhang 1 Betriebsabsprache FMG-DFS

Reference from
Kapitel 14. Anhang 2 Betriebsanweisung Vorfeldkontrolle der Flughafen München GmbH
Kapitel 20. Feuerwehr und Rettungswesen
Kapitel 21. Bergung bewegungsunfähiger Luftfahrzeuge
Kapitel 29. Brandverhütung

References to external controlled documents
Alarm- und Einsatzplan LRA Erding für den Flughafen München
Alarm- und Einsatzplan LRA Freising für den Flughafen München

## **IX. References from [EU] 139/2014**

This annex contains the following references to [EU] 139/2014.

EASA- regulations	Subchapters in the document
ADR.OPS.B.005	19
AMC1 ADR.OPS.B.005(b)	19.1
AMC2 ADR.OPS.B.005(b)	Appendix 19.1
AMC1 ADR.OPS.B.005(c)	19.3
ADR.OPS.D.050	19.1

**Attached document follows**



# / Emergency Plan

for Munich Airport

In accordance with EU VO 139/2014, Annex IV, Subpart B  
Version 1.0/2024 valid from January 1st, 2024



# Emergency Plan

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Part of the FMG aerodrome manual



# Emergency Plan

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## Foreword by the Aerodrome Operator

Dear Madam / Sir,

The purpose of the Airport Emergency Plan is the rescue of human lives, to protect human lives from further dangers, to avoid expansion of dangers as well as to minimize property or environmental damage. Therefore the Emergency Plan includes instructions, guidelines and communication procedures for all emergency forces to react appropriate and immediately in case of an emergency and to minimize the consequences as low as possible for all involved parties.

The Emergency Plan serves as quick information for all affected departments of Munich Airport as well as responsible authorities and external stakeholders. It also supports the restoration of normal operation.

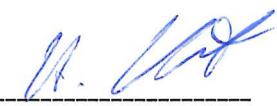
The Emergency Plan / Airport Emergency Plan will be available exclusively in electronic form.

Please note that the new Emergency Plan / Airport Emergency Plan is to be regarded as the property of München GmbH and may not be disseminated or passed on to external parties without authorization.

Munich, 25. December 2023



i.V. Alexander Hoffmann  
Leiter operative Dienste  
Flughafen München GmbH



i.V. Holger Kraft  
Leiter operatives Sicherheitsmanagement  
Flughafen München GmbH



# Emergency Plan

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## Introduction

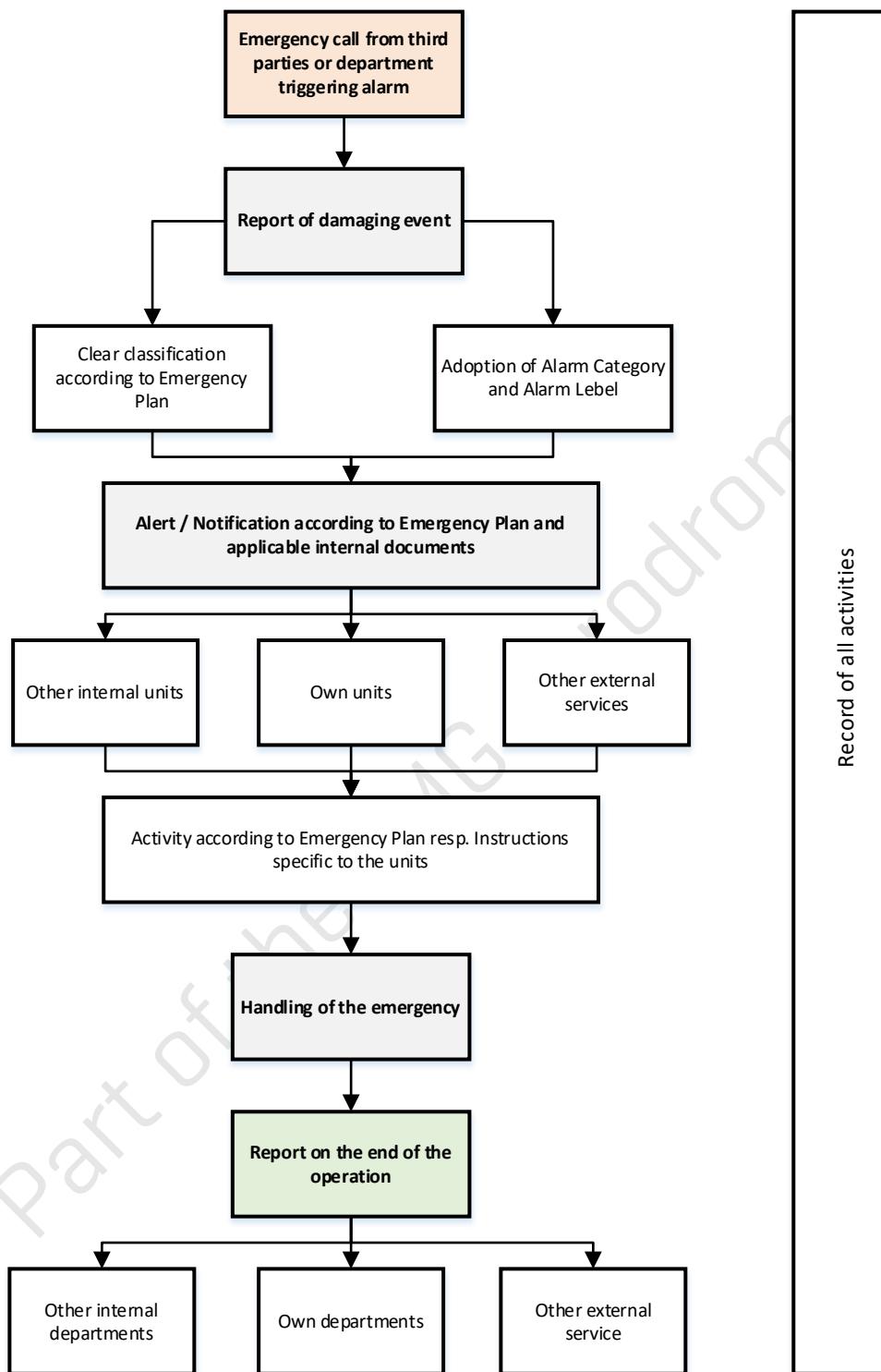
According to EU Regulation (EC) 139/2014, an airport operator must provide an emergency plan which takes appropriate account of local air traffic operations and the coordination of specific organizations in the event of emergencies on the aerodrome or in its vicinity as well as procedures for the periodic verification of the effectiveness of the emergency processes described. The Emergency Plan of Munich Airport complies thereby both with the requirements of Annex IV, Subpart B of the above-mentioned Regulation (ADR.OPS.B.005 ff.) and ICAO Annex 14 and stipulates procedures for emergencies and alarm events in the case of

- aircraft emergency notifications / aircraft accidents [A Alarm]
- illegal intervention in air traffic [B Alarm]
- other alarm events [C Alarm, see table below],

which require the coordinated and smooth cooperation of several parties taking measures and, therefore, ensures the smooth operation of the individual emergency measures.

The specified Alarm Categories are broken down into Alarm Levels:

Alarm Level	Designation
A1	Standby Alarm
A2	Aircraft Accident inside the Airport Perimeter
A3	Aircraft Accident outside the Airport Perimeter
B1	Imminent / Actual Act of Sabotage against Aviation Facilities
B2	Imminent / Actual Act of Sabotage against Aircraft
B3	Imminent Hijacking / Hijacking of an Aircraft
B4	Intrusion in the Critical Parts of the Security Restricted Area and Situations of Passenger Mixing (Clean / Unclean); "Special Case Drones"
B5	Imminent / Actual Terrorist Attack
C1	Event without Personal Injury
C2	Event with Personal Injury
C3	Fire / Explosion
C4	Event with Suspicion of Infection

Overview of alarm alert



# Emergency Plan

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The regulations and requirements of the Emergency Plan are an integral part of Chapter "E.19 Airport Emergency Plan" of the Aerodrome Manual and are subject to approval by the Government of Upper Bavaria. The Annexes to the Aerodrome Emergency Plan are subject to the obligation of disclosure to the Government of Upper Bavaria.

The regulations and requirements of the Emergency Plan are binding for all managers, employees, external contractors and business partners of Flughafen München GmbH with reference to Chapter "A.0.1.2 - Declaration of the Responsible Operations Manager" of the Aerodrome Manual.

The Emergency Plan is supplemented by separate alarm and deployment plans of the main parties taking measures! These are not an integral part of the Emergency Plan. Examples are the Alarm and Response Regulations and the Fire Department's Danger Prevention Plan. This Emergency Plan takes account at the same time of the legal regulations within the scope of civil protection. There are also corresponding operating and procedural instructions in the departments.

The Emergency Plain is structured editorially as follows:

Chapter	Content
General	Declaration of aerodrome operator Introduction Details about compilation Index of terms used and abbreviations Index of modifications and amendments Response and intervention times
Measures	Catalogue of measures for Alarm Levels A1 to C4
Annexes	Supplementary information, forms, maps / site plans, telephone list



# Emergency Plan

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## Information on the Creation of the Emergency Plan

The Emergency Plan is reviewed half-yearly and, if necessary, revised. This allows findings from the legally required ICAO/EASA emergency exercises can be considered in a timely manner. It is reissued annually and takes effect as of the date of issue. Temporary changes are not made. Changes in the interest of safety and the smooth functioning of the individual emergency measures that require immediate revision are implemented in the form of a revised version.

In all other cases, the airport management publishes the required changes in the form of binding additional instructions which remain in force until a new revision of the Emergency Plan is published.

New issues are designated Version 1, Version 2 etc.

Changes are made to the Emergency Plan in the following cases:

- at the request of the supervisory authority
- in the event of changes in legal provisions
- in the event of procedural changes
- if the airport management deems changes to be necessary.

The Airport Emergency Plan is coordinated with the departments involved and competent authorities prior to publication.

The Manager Operations ensures that changes are disseminated to all users of the Emergency Plan. Incorporating changes resp. familiarizing employees with the changed provisions is the responsibility of the respective user of the Emergency Plan.

Additional or changed content is highlighted in gray. Handwritten changes or modifications are only expressly admissible if they are required immediately for safety reasons. No constituent part of the Emergency Plan for the aerodrome may be reworked, modified, or transmitted in any way.

Questions, comments, or suggestions to improve the Emergency Plan should be sent to the Head of Operations by email:

[aerp@munich-airport.de](mailto:aerp@munich-airport.de)

The Emergency Plan for the aerodrome is for official use only and must be used confidentially.



# Emergency Plan

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The Emergency Plan and its modifications and changes are available via Airport Operations resp. can be viewed with password protection in Flughafen München GmbH's MUCBox.

Individual copies are disseminated to the following areas and organizations:

- Executive Board
- President Aviation Division
- President Airport Security
- Accountable Manager
- Manager Operations
- Vice President Aviation Premises and Facilities
- Safety Manager
- Manager EASA Compliance
- Vice President Operational Security Management
- Vice President Airport Fire Service
- Head of Products and Services
- Head of Medical Services
- German Air Traffic Control
- Airport Academy
- Regional Police
- Federal Police
- Customs
- Competent Authorities
- Corporate Communication

The Emergency Plan is provided exclusively in electronic form.

It is available in German and English. In case of doubt, the German version will prevail.

Recipients of the electronic version are permitted to make their own printouts for internal use.

Printouts created by recipients of the electronic version are not subject to the control of Flughafen München GmbH. It is, therefore, necessary to ensure that printouts are either destroyed or corrected in full when the validity date expires.

Further details are described in the Airfield Manual, Chapter 19 Emergency Plan.



# Emergency Plan

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## Abbreviations

The following abbreviations appear in this emergency plan:

ADM	Airport Duty Manager
AE	AeroGround
AVO	Operations
AVOT	Terminal Operation
AVOV	Airport Operations
AVOZV	Airside Control Center
AVP	Products and Services
AVPT	Management Terminal- & Passengers Services
BFU	German Federal Bureau of Aircraft Accident Investigation
BPol	Federal Police
BR	Works Committee
CA	Commercial Activities
CISM	Critical Incident Stress Management
CP	Corporate Communications
DFS-ATC	German Air Traffic Control
DFS-TWR	DFS-Tower (Air Traffic Control)
DGR	Dangerous Goods
EASA	European Aviation Safety Agency
EL	On-Scene Commander
ELA	Public address system (PA system)
ELW2	Command Vehicle Fire Brigade
FMD	Airport Medical Service (Medicare)
FMG	Munich Airport (Flughafen München GmbH)
FS	FMSicherheit
GAST/EPIC	Emergency Procedures Information Centre
GB	Health Authority at Munich Airport
IFSG	German Infection Protection Act
IVG	International Health Regulation
ILST	Integrated Coordination Centre
IT	Information Technology
KDaF	Airport Pastoral Services
KIT	Crisis Intervention Team
KNT	Pastoral Emergency Team
KSF	Munich Airport Fire Brigade
KSO	Security Operations
LaPol	Regional Police
LFZ	Aircraft
LGL	State Office for Health and Food Safety
LVG	Airline
MAC	Munich Airport Center
MC	Medicare - Munich Airport Medical Service
ÖEL	Chief On-Scene Commander



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ÖGD	Public address system
PE	Group Division Staff
PI Flughafen	Airport Police
POB	Passenger on board
PTS	Passenger transportation system
RC	Group Division Law
RE	Group Division Real Estate
RTW	Rescue Transport Vehicle
RWY/TWY	Runway / Taxiway
SanEL	Medical Command Unit
SAT	Special Assistance Team (of an airline)
SGM	Sicherheitsgesellschaft
T2	Betreibergesellschaft Terminal 2
TEL	Technical Service
TFI	Task Force Infectiology as a health authority
TOB	Total on Board (Passenger)
TWR	Tower
UDS	Universal display and information system
WX	Weather

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# Emergency Plan

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## List of amendments and additions

Date	Version number	Section / Contents
09/2023	1.0/2024	Annex on veterinary matters - revised content
09/2023	1.0/2024	Telephone directory - updated or supplemented
09/2023	1.0/2024	Forms for briefing and threatening call - updated
09/2023	1.0/2024	Terminal Management division - renamed Terminal Operations
09/2023	1.0/2024	Appendix Public Relations to Media Relations - renamed and content revised
09/2023	1.0/2024	Name Central Traffic Control - renamed Traffic Control Center
09/2023	1.0/2024	Parking positions for C4 alarm - extended by position 614
10/2023	1.0/2024	Plans - updated
10/2023	1.0/2024	List of abbreviations - updated
10/2023	1.0/2024	C4 Alarm - Alarm case section added
10/2023	1.0/2024	C4 Alarm - incident command changed to traffic supervision until the arrival of the health authorities
10/2023	1.0/2024	C2 Alarm - Operations management/head of operations changed to airport fire department
10/2023	1.0/2024	C1/2/4 Alarm - for measures to be carried out Airport medical service Passus trigger alarm removed
10/2023	1.0/2024	Appendix Listing of action agencies - Health authority at the airport added as passive action agency
10/2023	1.0/2024	Appendix Alert levels and responsibilities - revised
10/2023	1.0/2024	C4 Alarm - measures to be taken supplemented with veterinary border inspection post / veterinary authority
10/2023	1.0/2024	Appendix: Operational management - measures to be supplemented with health authority at Munich Airport if required
10/2023	1.0/2024	Appendix Blackout - added
10/2023	1.0/2024	Appendix Emergency management - Updated ELW2 seating arrangement diagram
10/2023	1.0/2024	Appendix Crisis management - graphic composition and structure updated
10/2023	1.0/2024	Care facility Hangar 3 - removed
10/2023	1.0/2024	C Alarms - Alarm overview adapted
12/2023	1.0/2024	A/B/C Alarm - Responsibilities of medical service adjusted
12/2023	1.0/2024	A2 Alarm - Responsibilities adjusted



# Emergency Plan

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## List of valid pages

Paragraph	Title	Pages	Valid from	Version
General	Foreword by the Airport Operator	1	01.01.2024	1.0/2020
General	Introduction	3	01.05.2022	1.0/2020
General	Information on Creation of the Emergency Plan	2	01.05.2022	1.0/2022
General	Abbreviations	2	01.01.2024	1.0/2024
General	List of Amendment and Additions	1	01.01.2024	1.0/2024
General	List of valid pages	2	01.01.2024	1.0/2024
General	Response and Intervention Times for Arrival and Departure Areas	1	01.05.2022	1.0/2024
General	Telephone list – quick overview	1	01.01.2024	1.0/2024
Measures	Aircraft Emergency Notifications / Aircraft Accidents	3	01.01.2024	1.0/2024
Measures	Standby Alarm	5	01.01.2024	1.0/2024
Measures	Aircraft Accident inside the Airport Perimeter	5	01.01.2024	1.0/2024
Measures	Aircraft Accident outside the Airport Perimeter	4	01.01.2024	1.0/2024
Measures	Unlawful Interference	2	01.01.2024	1.0/2024
Measures	Imminent / Actual Act of Sabotage against Aviation Facilities	1	01.01.2024	1.0/2024
Measures	Imminent / Actual Act of Sabotage against Aircraft	1	01.01.2024	1.0/2024
Measures	Imminent Hijacking / Hijacking of an Aircraft	2	01.01.2024	1.0/2024
Measures	Intrusion in the Critical Parts of the Security Restricted Area and Situations of Passenger Mixing [Clean / Unclean]	2	01.01.2024	1.0/2024
Measures	Imminent / Actual Terrorist Attack	2	01.01.2024	1.0/2024
Measures	Other Alarms	3	01.01.2024	1.0/2024
Measures	Event without Personal Injury	3	01.01.2024	1.0/2024
Measures	Event with Personal Injury	4	01.01.2024	1.0/2024
Measures	Fire / Explosion	4	01.01.2024	1.0/2024
Measures	Event with Suspicion of Infection	5	01.01.2024	1.0/2024
Annexes	Operational Control	3	01.01.2024	1.0/2024
Annexes	Assembly Areas and Direction Services	2	01.01.2024	1.0/2022
Annexes	Support for Passengers / Relatives	5	01.01.2024	1.0/2024
Annexes	Central Police Office for Missing Persons and Notifications	2	01.01.2024	1.0/2022
Annexes	Treatment / Mass Casualty Incident / Personal Belongings	2	01.01.2024	1.0/2017
Annexes	Deaths, Accommodation of Deceased Persons	3	01.01.2024	1.0/2017
Annexes	Terminal Clearance / Evacuation	4	01.01.2024	1.0/2024



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Annexes	Emergency Management	2	01.01.2024	1.0/2024
Annexes	Crisis Management	2	01.01.2024	1.0/2024
Annexes	Blackout	2	01.01.2024	1.0/2024
Annexes	Public Relations Work in the event of an Alarm Alert	3	01.01.2024	1.0/2024
Annexes	Recovery of Disabled Aircraft	2	01.01.2024	1.0/2017
Annexes	Accident Investigation and Preservation of Evidence	2	01.01.2024	1.0/2017
Annexes	Hazardous Substances and Goods	1	01.01.2024	1.0/2017
Annexes	Unattended Items	1	01.01.2024	1.0/2024
Annexes	Drones	1	01.01.2024	1.0/2022
Annexes	Veterinary Services	1	01.01.2024	1.0/2024
Annexes	Conduct in the Event of Life-Threatening Acts of Violence	3	01.01.2024	1.0/2017
Maps	Grid Map	1	01.01.2024	1.0/2022
Maps	Overview Map	1	01.01.2024	1.0/2024
Maps	Overview Assembly Points	1	01.01.2024	1.0/2024
Forms	Checklist Medical Emergency	1	01.01.2024	1.0/2017
Forms	Passenger Locator Card	1	01.01.2024	1.0/2017
Forms	Mission Briefing	1	01.01.2024	1.0/2024
Forms	Checklist Threat Call	2	01.01.2024	1.0/2024
Forms	Aircraft Recovery Order Form	2	01.01.2024	1.0/2021
Telephone List	Telephone Directory	4	01.01.2024	1.0/2024

Part of the Aerodrum package



# Emergency Plan

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## Response and Intervention Times Access to Arrival and Departure Areas

The aerodrome operator must ensure that a response time of a maximum 3 minutes is observed in the event of an alarm. This response time applies to every point of the runways used, given optimum visibility and surface conditions, including taking up a position, which allows the application of foam with a discharge rate of at least 50% of the amounts specified in AMC4 ADR.OPS.B.010.

Observance of the response time was proved in test drives under real conditions.

Average response and intervention times are shown in the following table:

Intervention site	Intervention time [minutes : seconds]
Northern runway system	2:31
Southern runway system	2:27
Apron 1	2:13
Apron 2	2:03
Apron 3	2:19
Apron 5	2:13
Apron 13	2:45
Apron 35	2:48
Apron 7, 8, 9	2:16
Apron Maintenance	2:42

The approach and departure areas within 1000m of the runway threshold are all inside the airport site.

The areas can each be reached without restriction via an asphalted maintenance road, part of which runs below the extended centerline.

The accessibility of the green spaces in these areas was furthermore proved in practical test drives with airfield fire engines (Ziegler FLF 80/125 SNOZZLE ADV/Z8).



# Emergency Plan

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## Telephone list – quick overview

Participants	Telephone – internal
Airport Fire Brigade	63222 or
Emergency Number	112
Airport Medical Services	63344 or
Emergency Number	112
Airport Duty Manager	21410 or
Emergency Number	111
Airport Operations Assistant	21420
Airport Security Services	63110 or
Emergency Number	113
Airport Police	110
Emergency Number	186-1012
Operations Centre	
Federal Police	185-9900
Customs	
Operations Centre	90890
Ground Handling Services	
AeroGround Dispatcher	21285
Swissport Losch	91283
Airport Pastoral Service	90925 / 90932
Duty Manager Corporate Communication FMG	41180
Technical Departments	
IT – help desk	333
Fault Reporting Centre – technical malfunctions	555
Terminal Operation	
Terminal Management	21365
Main Information	390
Apron Control	
Apron Control 1	21168
Apron Control 2	21178
Airside Control Center	
Supervisor	21132



# A – Aircraft Emergencies / Accidents

## **A** – Aircraft Emergencies / Accidents

<b>Alarm alert</b>	
<b>A1</b>	- Incident in / on board the aircraft in the air or on the ground
<b>A2</b>	- Aircraft accident inside the perimeter of the airport - Fire in resp. on the aircraft [on the ground / in the air]
<b>A3</b>	- Aircraft accident outside the airport area

<b>Trigger</b>
<ul style="list-style-type: none"><li>- DFS TWR</li><li>- Apron Control</li><li>- Airport Operations</li><li>- Airport Fire Service</li></ul>

<b>Alarm alert via</b>
Alarmstern  Fallback: alarm radio*, trunked radio, telephone

<b>Attention</b>
If a connection is not established with the fire brigade after the alarm is triggered, the fire brigade must be alerted immediately via emergency call 112 [internal] or 089/ 975 112 (public telephone network)

<b>Operational Control</b>
Head of Operations of the Airport Fire Service



# Emergency Plan

A

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## Attention

To ensure optimum handling of alarms, an approaching aircraft with an emergency situation should preferably be guided to the Southern runway.

The taxiway bridges should be cleared / kept clear of aircraft.

## Fire service frequency

The fire service frequency [121.555 MHz] is available for direct emergency communication between the Head of Operations of the Airport Fire Service and the aircraft pilot.

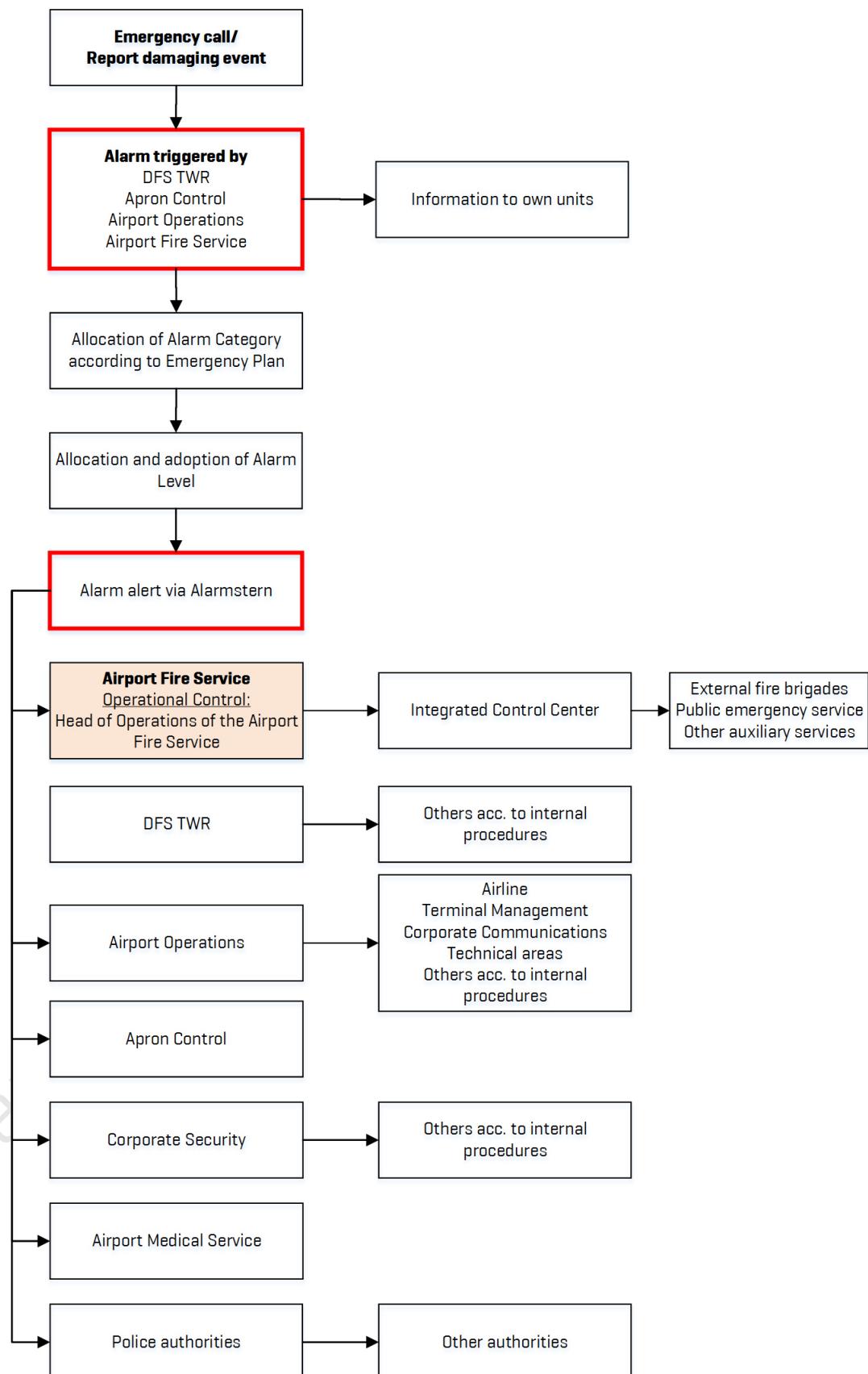
### Call set-up:

The Head of Operations of the Airport Fire Service reports to the department giving the alarm alert (Deutsche Flugsicherung resp. Apron Control) immediately after Alarmstern is triggered with "Rescue Munich operational". The alarming department communicates the monitoring of the frequency to the pilot. After landing, the pilot initiates, if applicable, communication with the Head of Operations of the Airport Fire Service.

## Operation Debriefing

An operation debriefing must take place after every emergency situation. The objective is the joint discussion of the situation and, if applicable, improvement of the defined procedures. Place and scope must be specified by the Fire Service Head of Operations depending on the situation.

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## **A1 – Standby Alarm**

### **Case of Alarm**

Incident in / on board an aircraft in the air or on the ground

<b>Potential alarm alerts in the air e.g.</b>	<b>Potential alarm alerts on the ground e.g.</b>
<ul style="list-style-type: none"><li>- unsafe gear indication</li><li>- failure of engines</li><li>- serious defects in hydraulics / electronics</li><li>- [controls, navigation, radio]</li><li>- smoke emission in / on board aircraft</li><li>- leakage of fuel, loss of cabin pressure</li></ul>	<ul style="list-style-type: none"><li>- overfueling</li><li>- fire hazard on the undercarriage</li><li>[to be treated as A1 alarm!]</li></ul>

### **Trigger via**

Alarmstern: "Standby Alarm [A1]" button  
(orange) with gong

### **Attention**

Flight operation on the affected runway is not closed by default!  
In case of a necessary control, the runway will be explicitly closed by the ADM.

### **Procedure**

- Alarm announcement according to alarm text [see Annexes "Alarm Announcements"]
- Continuation of alarm notification and further communication via alarm radio
- Approach staging area
  - o Northern runway: area west of North Fire Station [Entry N4]
  - o Southern runway: asphalted area west of South Fire Station
- Set up Operational Control in the Fire Service's mobile command post:
  - o Fire Service Head of Operations
  - o Airport Duty Manager
  - o Operations manager Public rescue service [if alerted]
  - o Corporate Security
  - o Police authorities



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## Measures to be implemented:

### DFS

- Trigger A1 Alarm via Alarmstern in the area of responsibility
  - o Who is triggering the alarm?
  - o What damage has been incurred?
  - o Where is the incident site?
  - o On which runway will the aircraft land, if applicable?
  - o When will the aircraft land, if applicable?
- Forward additional information via alarm radio to the Fire Service Head of Operations while continuing alarm announcement
  - o type / scope of damage, impact on flight / landing
  - o number of passengers and crew on board (total on board)
  - o dangerous goods on board (cargo)
  - o measures implemented / intended by the aircraft crew
- Notify the Fire Service Head of Operations of ongoing changes in the situation
- Arrange clearance to the aircraft resp. to the affected runway and keep clear the immediate approach for the Airport Fire Service (e.g. taxiway bridges)
- In the event of an aircraft accident, raise alarm level via Alarmstern (Alarm Level A2 or A3)
- Record and confirm alarm announcements when triggered by other departments

### Airport Fire Services

- Record and confirm alarm announcement
- Respond pursuant to Alarm and Response Regulations
- Request the department triggering the alarm to continue alarm announcement via alarm radio
- Initiate and implement necessary measures depending on the situation
- Raise Alarm Level (A1 to A2) as required
- Set up Operational Control (determine and announce alternative location, if applicable)
- Inform the Integrated Control Center as instructed
- Request external rescue teams via the Integrated Control Center following assessment / as situation requires
- Notify emergency forces about external services alerted, if applicable
- Inform the Airport Duty Manager as fast as possible about
  - o as required blocking of flight operations areas
  - o nature and anticipated duration of restrictions due to the operation for aircraft fire protection
- lifting of restriction due to the operation for aircraft fire protection
- Withdraw emergency services not required as fast as possible
- Report end of alarm via alarm radio



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## Airport Operations / Airport Duty Manager

- Record and confirm alarm announcement
- Airport Duty Manager proceeds to Operational Control
- Contact DFS - Control Tower and the Fire Service Head of Operations
- Arrange clearance of runway system
- Coordinate taxiing and towing operations in affected area
- Guarantee safety of other air traffic operations
- Depending on the situation, arrange for necessary closure of airport operating areas
- In the event of restriction / suspension of air traffic operations due to the operation, ensure resumption as fast as possible
- Obtain relevant information and disseminate to affected persons
- If applicable, inform the German Federal Bureau of Aircraft Accident Investigation
- Contact partner for authorities
- If applicable, reserve necessary resources (e.g. lounges)
- If applicable, start support process for passengers and meeters / greeters in consultation with Operational Control
- Report availability of manoeuvring areas after alarm ends to DFS-TWR / Apron Control

## Apron Control

- Trigger A1 Alarm via Alarmstern in the area of responsibility
  - o Who is triggering the alarm?
  - o What damage has been incurred?
  - o Where is the incident site?
- Forward additional information via alarm radio to the Fire Service Head of Operations while continuing alarm announcement
  - o type / scope of damage
  - o number of passengers and crew on board (total on board)
  - o dangerous goods on board (cargo)
  - o measures implemented / intended by the aircraft crew
- Notify the Fire Service Head of Operations of ongoing changes in the situation
- Clear and keep clear the immediate approach (e.g. taxiway bridges) to the aircraft for the Airport Fire Service
- Maintain radio readiness on alarm radio
- Forward information from the aircraft pilot to emergency teams and vice versa
- Coordinate taxiing and towing operations with the Airport Duty Manager
- Record and confirm alarm announcements when triggered by other departments

## Airport Medical Services

- Record and confirm alarm announcement
- Approach the staging area with a vehicle manned by a doctor
- Report in / out to Operational Control
- Initiate/perform medical measures on/in the aircraft



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## Corporate Security

- Record and confirm alarm announcement
- Send representative with decision-making competence to Operational Control
- Report operational readiness to the Airport Duty Manager / Operational Control
- Carry out pilotage services
- Secure the area of operation in consultation with Operational Control

## Ground handling

- Record alarm announcement
- Suspend handling operations at the affected aircraft until clearance by the Fire Service Head of Operations
- Keep areas around the aircraft free for staging and deployment of the Fire Service
- Send responsible contact partner to the staging area
- Decide on staff and equipment planning (buses, towing vehicles, stairs)

## Terminal Operation

- Record alarm announcement
- Coordinate necessary measures with the Airport Duty Manager

## Corporate Communications [see Annexes]

## Regional police / Federal police

- Record alarm announcement
- Carry out tasks according to responsibility
- Send representative with decision-making competence to Operational Control

## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- If applicable, contact Operational Control on site

## Pastoral Service Munich Airport

- Record alarm announcement
- If applicable, initiate necessary support procedures in consultation with Airport Operations
- If applicable, request external support teams via the Operations Center of the Airport Fire Service



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## Airline / Handling Agent

- Record alarm notification from Airport Operations
- Suspend handling operations at the affected aircraft until clearance by the Fire Service Head of Operations
- Keep areas around the aircraft free for staging and deployment of the Fire Service
- Send employees with decision-making competence from the operational and technical area to the staging area
- Procure and keep available necessary documents and information for the Fire Service Head of Operations

Part of the FMG aerodrome manual

## **A2 - Aircraft Accident inside the Airport Perimeter**

### **Alarm Alert**

- Aircraft accident inside the airport perimeter
- Fire in resp. on the aircraft (on the ground / in the air)

### **Attention**

**Both fire stations are in operation**

**Flight operations have been suspended.**

**A complete or partial release of the S/L runway systems or flight operation areas is carried out exclusively by the Airport Duty Manager (ADM).**

### **Trigger via**

Alarmstern: "Alarm A2 / A3" button  
[red] with Crashhorn

### **Attention**

Fire Stations North and South, rescue teams from the Airport Medical Service and the Airport Duty Manager proceed to the site of the accident.

All other emergency services approach the staging area (North resp. South).

An orderly request for additional staff to proceed to the site of damage is made by the Fire Service Head of Operations resp. the Airport Duty Manager.

The Head of Operations of the Airport Fire Service decides on site about the need for Fire Service emergency teams actually required.

Emergency teams not required are withdrawn again as fast as possible to their area of responsibility.

The Head of Operations of the Airport Fire Service informs the Airport Duty Manager immediately (within 10 minutes at the latest) about the expected restoration of ICAO/EASA fire protection for the resumption of flight operations on one or both S/L runways. After 10 minutes from the alarm being triggered, the Airport Duty Manager actively requests a decision from the Head of Operations of the Airport Fire Service on the probable restoration of ICAO/EASA fire protection for the resumption of flight operations on one or both S/L runways.

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Procedure
<ul style="list-style-type: none"><li>- Alarm announcement according to alarm text (see Annexes "Alarm Announcements")</li><li>- Continuation of alarm notification and further communication via alarm radio</li><li>- Approach staging area<ul style="list-style-type: none"><li>o Northern runway, Apron 2, 3, 5: area west of North Fire Station [Entry N4]</li><li>o Southern runway, Apron 1, Cargo, Maintenance: asphalted area west of South Fire Station</li></ul></li><li>- Set up Operational Control in the Fire Service's operational vehicle:<ul style="list-style-type: none"><li>o Fire Service Head of Operations</li><li>o Airport Duty Manager</li><li>o Operations manager Public rescue service [if alerted]</li><li>o Corporate Security</li><li>o Police authorities</li></ul></li></ul>

**Measures to be implemented:****DFS**

- Trigger A2 Alarm via Alarmstern in the area of responsibility
  - o Who is triggering the alarm?
  - o What damage has been incurred?
  - o Where is the incident site?
  - o On which runway will the aircraft land, if applicable?
  - o When will the aircraft land, if applicable?
- Forward additional information via alarm radio to the Fire Service Head of Operations while continuing alarm announcement
  - o type / scope of damage, impact on flight / landing
  - o number of passengers and crew on board [total on board]
  - o dangerous goods on board [cargo]
  - o measures implemented / intended by the aircraft crew
- Notify the Fire Service Head of Operations of ongoing changes in the situation
- Arrange clearance, clear and keep clear the immediate approach to the aircraft or to the affected runway for the Airport Fire Service (e.g. taxiway bridges)
- In the event of an aircraft accident in the outer area of the airport, raise the alarm level via Alarmstern [Alarm Level A3]
- Record and confirm alarm announcements when triggered by other departments

**Airport Fire Service**

- Record and confirm alarm announcement
- Respond pursuant to Alarm and Response Regulations
- Request the department triggering the alarm to continue the alarm announcement via alarm
- radio
- Initiate and implement necessary measures depending on the situation

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- Set up Operational Control (determine and announce alternative location, if applicable)
- Inform the Integrated Control Center as instructed
- Request external rescue teams via the Integrated Control Center following assessment / as situation requires
- Notify emergency forces about external services alerted, if applicable
- Inform the Airport Duty Manager as quickly as possible about
  - o nature and anticipated duration of restrictions due to the operation for
  - o aircraft fire protection
  - o lifting of restriction due to the operation for aircraft fire protection
- Withdraw emergency services not required as fast as possible
- Report end of alarm via alarm radio

## Airport Operations / Airport Duty Manager

- Record and confirm alarm announcement
- Contact DFS - Control Tower and the Fire Service Head of Operations
- Airport Duty Manager proceeds to Operational Control
- Arrange clearance of runway system
- **Obtaining information within 10 minutes about the expected restoration of ICAO/EASA fire protection**
- **Initiate further closure or release of S/L runway system[s] and apron resources depending on the situation and communicate status to ATC**
- Coordinate taxiing and towing operations in affected area
- Ensure safety of other air traffic operations
- Inform German Federal Bureau of Aircraft Accident Investigation
- Depending on the situation, arrange for required closure of airport operating areas
- In the event of restriction / suspension of air traffic operations due to the operation, ensure resumption as fast as possible
- Obtain relevant information and disseminate to relevant interest groups
- Contact partner for authorities
- If applicable, reserve necessary resources (e.g. lounges)
- If applicable, start support process for passengers and meeters / greeters in consultation with Operational Control
- Report availability of manoeuvring areas after alarm ends to DFS-TWR / Apron Control

## Apron Control

- Trigger A2 Alarm via Alarmstern in the area of responsibility
- Who is triggering the alarm?
- What damage has been incurred?
- Where is the incident site?
- Forward additional information via alarm radio to the Fire Service Head of Operations while continuing alarm announcement
  - type / scope of damage
  - number of passengers and crew on board (total on board)
  - dangerous goods on board (cargo)
  - measures implemented / intended by the aircraft crew
- Notify the Fire Service Head of Operations of ongoing changes in the situation

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- Arrange clearance and keep clear the immediate approach (e.g. taxiway bridges) to the aircraft for the Airport Fire Service
- Maintain radio readiness on alarm radio
- Coordinate taxiing and towing operations with the Airport Duty Manager
- Record and confirm alarm announcements when triggered by other departments

### Airport Medical Service

- Record and confirm alarm announcement
- Approach the staging area with a vehicle manned by a doctor
- Report in / out to Operational Control
- Initiate/perform medical measures on/in the aircraft

### Corporate Security

- Record and confirm alarm announcement
- Send representative with decision-making competence to Operational Control
- Report operational readiness to the Airport Duty Manager
- Carry out pilotage services
- Secure the area of operation

### Ground handling

- Record alarm announcement
- Suspend handling operations at the affected aircraft until clearance by the Fire Service Head of Operations
- Keep areas around the aircraft free for staging and deployment of the Fire Service
- Send responsible contact partner to the staging area
- Decide on staff and equipment planning (buses, towing vehicles, stairs)

### Terminal Operation

- Record alarm announcement
- Provide staff to direct relatives and meeters / greeters
- Agree measures required with the Airport Duty Manager

### Corporate Communications (see Annexes)

### Regional police / Federal police

- Record alarm announcement
- Send representative with decision-making competence to Operational Control
- Carry out tasks according to responsibility
- Establish contact between regional police and Operational Control on site
- Alert the police helicopter squadron



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## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- If applicable, contact Operational Control on site

## Pastoral Service Munich Airport

- Record alarm announcement
- Initiate necessary support procedures in consultation with Airport Operations
- Coordinate measures with external support teams, the affected airline and Operational Control

## Airline / Handlings Agent

- Record alarm notification from Airport Operation
- Send employees with decision-making competence from the operational and technical area to the staging area
- Keep available necessary documents and information
- After the aircraft has been cleared by the German Federal Bureau of Aircraft Accident Investigation, recovery of aircraft by own recovery team or commissioning of a third party

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## A3

### - Aircraft Accident outside the Airport Perimeter

#### Alarm Alert

Aircraft accident outside the airport area in immediate defined area (see Annex)

#### Attention

**At least one fire station is in operation - flight operations have been suspended to at least one runway.**

**The decision is taken by the Fire Service Head of Operations depending on the situation.**

#### Trigger via

Alarmstern: "Alarm A2 / A3" button  
[red] with Crashhorn

#### Principle

The airport provides equipment and staff on request. The Head of Operations of the Airport Fire Service decides on equipment and staff requirements for outside operations.

The map included in the Annexes shows the external boundary of an operational area of the airport services to provide assistance in the event of aircraft accidents (limit of responsibility Airport Fire Service).

#### Procedure

- Alarm announcement according to alarm text (see Annex)
- Continuation of alarm notification and further communication via alarm radio
- Airport services report to the competent operational control



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## Measures to be implemented:

### DFS

- Trigger A3 Alarm via Alarmstern in the area of responsibility
- Continue alarm announcement via alarm radio at the request of the Fire Service Head of Operations
- If possible, ask the pilot for the following information and forward to emergency teams:
  - o number of passengers and crew on board [total on board]
  - o dangerous goods on board [cargo]
- Forward information from the pilot to emergency teams and vice versa
- If applicable, initiate "search and rescue" procedure through regional police
- Coordinate the continuation of flight operations with the Airport Duty Manager
- Record and confirm alarm announcements when triggered by other departments

### Airport Fire Service

- Record and confirm alarm announcement
- Trigger alarm if you perceive this to be appropriate or this is indicated by third parties
- Respond pursuant to Alarm and Response Regulations
- Request the department triggering the alarm to continue the alarm announcement via alarm radio
- Initiate / Implement necessary measures depending on the situation
- Alert the Integrated Control Center and communicate damage situation / medical situation
- Inform the Airport Duty Manager immediately about required restrictions / suspension of air traffic operations due to the operation
- Inform the Airport Duty Manager immediately about the lifting of required restrictions / suspension of flight operations due to the operation
- Take over Operational Control until the locally competent head of operations arrives
- Report end of alarm via alarm radio

### Airport Operations / Airport Duty Manager

- Record and confirm alarm announcement
- Contact DFS - Control Tower and the Fire Service Head of Operations
- Depending on the situation, take decision on restriction / suspension of air traffic operations and/or closure of operating areas and duration
- Ensure safety of other air traffic operations
- Inform German Federal Bureau of Aircraft Accident Investigation
- In the event of restriction / suspension of air traffic operations due to the operation,
  - ensure resumption as quickly as possible
- Obtain relevant information and disseminate to affected persons
- Contact partner for authorities and operational control
- If applicable, reserve necessary resources (e.g. lounges)
- If applicable, start support process for passengers and meters / greeters in consultation with Operational Control



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## Apron Control

- Record and confirm alarm announcement
- Maintain radio readiness on alarm radio
- Forward enquiries from departments involved in handling the alarm

## Airport Medical Service

- Record and confirm alarm announcement
- Report in / out to Operational Control
- Initiate/perform medical measures on/in the aircraft

## Corporate Security

- Record and confirm alarm announcement
- Report operational readiness of patrol services / access control points to Airport Operations
- Regulate traffic in the critical parts of the security restricted area and on the approach roads
- Man the crash gates
- Ensure access roads to the apron for external auxiliary staff (if applicable, open T310 to Hall F3)
- Carry out pilotage services
- Assist in the protection of evidence
- Secure the incident site in consultation with Operational Control on site

## Ground handling

- Record alarm announcement
- Make staff and equipment available at the request of the Operations Duty Manager
- Support Corporate Security when directing vehicles

## Terminal Operation

- Record alarm announcement
- Provide staff to direct relatives and meeters / greeters
- Coordinate measures required with the Airport Duty Manager

## Corporate Communications [see Annexes]

## Regional police / Federal police

In the event of an aircraft accident in the immediate area of the airport, responsibility lies with the Airport Police Inspectorate.

Outside the immediate area of the airport, this is processed by the locally competent police inspectorate. This is assisted by the Airport Police Inspectorate, if applicable

- Record alarm announcement
- Carry out tasks according to responsibility
- Establish contact between regional police and Operational Control on site



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- Alert the police helicopter squadron

## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- If applicable, contact Operational Control on site

## Pastoral Service Munich Airport

- Record alarm announcement
- If applicable, initiate necessary support procedures in consultation with Airport Operations
- Coordinate measures with external support teams, the affected airline and Operational Control

## Airline / Handlings Agent

- Record alarm notification from Airport Operations
- Send employees with decision-making competence from the operational and technical area to the staging area
- Keep available necessary documents and information
- After the aircraft has been cleared by the German Federal Bureau of Aircraft Accident Investigation, recovery of aircraft by own recovery team or commissioning of a third party



## B – Unlawful Interference

**Confidential!****B** – Unlawful Interference

Alarm alert	
<b>B1</b>	- Imminent / Actual Act of Sabotage against Aviation Facilities
<b>B2</b>	- Imminent / Actual Act of Sabotage against Aircraft
<b>B3</b>	- Imminent Hijacking / Hijacking of an Aircraft
<b>B4</b>	- Intrusion in the Critical Parts of the Security Restricted Area / Situations of Passenger Mixing / "Special case Drones"
<b>B5</b>	- Imminent Terrorist Attack / Actual Terrorist Attack

Authority triggering alarm
Regional Police, Federal Police or Regional Aviation Authority if applicable via Corporate Security. The alarm is only triggered after corresponding classification of the seriousness by the police authorities or Regional Aviation Authority.

Trigger via
Alarmstern Fallback: alarm radio, trunked radio, telephone

Operational Control
Police authorities

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## Telephone threat

An anonymous caller should be engaged in conversation in order to win time and, as the case may be, to detect any inconsistencies but also to enable the voice and other details to be memorized.

Ask questions about:

- time and place of the planned attack / assassination
- airline
- flight number / destination / type of aircraft
- location of aircraft [on the ground / in the air]
- explosives used
- motive / objective [what is to be achieved by this?]

Trick questions e.g. with deliberately incorrect information about buildings, parts of buildings and other aviation facilities can be expedient.

## General principles of conduct

- Do not touch object and keep at a distance!
- Prevent access by third parties
- Notify police authorities / Corporate Security / Airport Operations / Terminal Operation
- Do not transmit by radio or use a cell phone within a distance of 8 m

## Information to third parties

Providing information to third parties, especially the press is forbidden. In case of enquiries, these are to be referred to the press spokesperson specified by Operational Control or to the respective Corporate Communications.

[see also Annexes – Public Relations Work]



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## B1

### - Imminent / Actual Act of Sabotage against Aviation Facilities

#### Alarm alert

1. Threat / Warning about an imminent / actual act of sabotage against aviation facilities (buildings, halls, facilities / systems etc.) without terrorist background
2. Detection of a planned act of sabotage

#### Authority triggering alarm

**Federal Police / Regional Police if applicable via Corporate Security.**

The alarm is only triggered after corresponding classification of the seriousness by the police authorities.

#### Operational Control

##### **Federal Police / Regional Police**

The Head of Operations decides with the specialist participation of Corporate Security, the Airport Duty Manager and, if applicable, a representative of

- the Aviation Authority
- Terminal Operation
- the Fire Service

on measures to be taken to contain / avert the danger.

#### Important!

To ensure the safety of the emergency teams of the Fire Service, rescue service or other parties taking measures who are involved in the operation, they may only access the incident site after express authorization from and in close consultation with the police. Self-protection of the emergency services plays an essential role here.



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## B2

### – Imminent / Actual Act of Sabotage against Aircraft

#### Alarm alert

1. Threat / Warning about an imminent / actual act of sabotage against an aircraft without terrorist background
2. Detection of a planned act of sabotage

#### Authority triggering alarm

**Federal Police / Regional Police if applicable via Corporate Security.**

The alarm is triggered only after corresponding classification of the seriousness by the police authorities.

#### Operational Control

##### Federal Police / Regional Police

The Head of Operations decides with the specialist participation of the Airport Duty Manager, Corporate Security (Supervisor) and, if applicable, a representative of

- the airline
- the Aviation Authority
- Terminal Operation
- the Fire Service

on measures to be taken to contain / avert the danger.

#### **Important!**

To ensure the safety of the emergency teams of the Fire Service, rescue service or other parties taking measures who are involved in the operation, they may only access the incident site after express authorization from and in close consultation with the police. Self-protection of the emergency services plays an essential role here.



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**Measures to be implemented:**

**Airline / Handling Agent**

- Assist federal police on site
- Carry out towing operation at the request of the federal police
- Keep documents available for Operational Control
- If necessary with regard to SAT [Special Assistance Team], listen to contact with the Terminal Manager on Duty (necessary support process must be agreed with Operational Control)
- Take over the affected aircraft after police measures are completed

Part of the FMG aerodrome manual



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## B3 - Imminent Hijacking / Hijacking of an Aircraft

### Alarm alert

1. Threat / Warning about an imminent hijacking of an aircraft
2. Hijacking of an aircraft

### Authority triggering alarm

Regional Police / Federal Police if applicable via Corporate Security.

The alarm is triggered only after corresponding classification of the seriousness by the regional police.

### Operational Control

#### Regional Police

The Head of Operations decides with the specialist participation of the Airport Duty Manager and the affected airline on the measures to be taken. The Airport Duty Manager is the contact and coordination point for the airport vis-à-vis the police. Instructions to airport employees must be given through the Airport Duty Manager.

Location of Operational Control:

- Police: in the police building
- Airport: Command Vehicle Airport Fire Brigade (ELW2)

### Important!

To ensure the safety of the emergency teams of the Fire Service, rescue service or other parties taking measures who are involved in the operation, they may only access the incident site after express authorization from and in close consultation with the police. Self-protection of the emergency services plays an essential role here.



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**Measures to be implemented:**

**Airline / Handling Agent**

- Assist the regional police / Airport Duty Manager / DFS TWR in all matters [factual / technical / informative]
- Keep documents available for Operational Control
- If necessary, contact the Terminal Duty Manager regarding SAT [Special Assistance Team] [any care process required must be coordinated with Police Operational Command]

Part of the FMG aerodrome manual

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## B4

### - Intrusion in the Critical Parts of the Security Restricted Area and Situations of Passenger Mixing [Clean / Unclean]

#### Alarm alert

##### 1. Unauthorized access to the "critical parts"

- Penetrate the perimeter fence
- Use of the emergency exit doors
- Misuse of the ID card
- Risk of intrusion of "Drones" into the security area according to §8 LuftSiG

##### 2. Mixing of "norm-compliant and non-compliant" controlled passengers

- Misdirection of passengers
- Misuse of the door switch for the passenger boarding bridges
- Breach of a passenger control point

#### "Special case Drones"

Because the processes in combination with unmanned flying objects, in this emergency plan described as Drones, differ significantly to other B4 processes, they are described separately.  
(only available to the main parties taking measures!)

#### Authority triggering alarm

**Federal Police, Regional Aviation Authority or Corporate Security.**

The alarm is triggered only after corresponding classification of the seriousness by the federal police.

#### Operational Control

##### Federal Police

The Head of Operations decides with the specialist participation of Corporate Security and, if applicable, a representative of

- Airport Operations
- Aviation Authority of Southern Bavaria
- Terminal Operation

on measures to be taken to contain / avert danger to persons and facilities.



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**Measures to be implemented:**

**Airline / Handling Agent**

- If applicable, search the aircraft or premises of the airline and, if appropriate, report to the federal police
- Take over the affected aircraft after police procedures are completed

Part of the FMG aerodrome manual

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## B5 - Imminent / Actual Terrorist Attack

### Alarm alert

A harmful event in the form of a terrorist attack at Munich Airport has occurred resp. a terrorist attack is imminent at Munich Airport.

### Authority triggering alarm

Regional Police if applicable via Corporate Security.

The alarm is triggered only after corresponding classification of the seriousness by the regional police.

### Operational Control

#### Regional police

The Head of Operations decides with the specialist participation of Corporate Security, the Airport Duty Manager and, if applicable, a representative of

- Aviation Authority of Southern Bavaria
- Terminal Operation

on measures to be taken to contain / avert the danger for persons and facilities.

### Important!

To ensure the safety of the emergency teams of the Fire Service, rescue service or other parties taking measures who are involved in the operation, they may only access the incident site after express authorization from and in close consultation with the police. Self-protection of the emergency services plays an essential role here.

Please refer also to attachment "Conduct in the event of life-threatening acts"



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**Measures to be implemented:**

**Airline / Handling Agent**

- Assist police in all matters [factual / technical / informative]
- Keep documents available for Operational Control
- If necessary, contact the Terminal Duty Manager regarding SAT (Special Assistance Team) [any assistance process required must be coordinated with Operational Control]

Part of the FMG aerodrome manual

# / C – Other Alarms

**Confidential!****C - Other Alarms**

<b>Case of alarm</b>	
<b>C1</b>	- Event without Personal Injury
<b>C2</b>	- Event with Personal Injury
<b>C3</b>	- Fire / Explosion
<b>C4</b>	- Event with Suspicion of Infection

<b>Parties triggering alarm</b>	
- All active participants in Alarmstern	- C4 alarm by the Fire Service

<b>Trigger via</b>	
Alarmstern	Fallback: alarm radio, trunked radio, telephone

<b>Operational Control</b>	
Airport Fire Service	[for C4 Alarm: health authorities]

<b>Receipt of alarm notifications</b>	
- through fire alarm resp. danger detection system	- through third-party information ("emergency call" or other notification system)
- via radio, telephone etc. from internal FMG departments	

<b>Deployment of external rescue teams</b>	
If external rescue teams (emergency physician, ambulances, rescue helicopters, fire brigades, Technical Relief Service (THW)) are requested by the Fire Service Command Center, Airport Operations and Corporate Security must be notified immediately. Request for a rescue helicopter in particular makes a higher level of coordination at the incident site necessary which requires the swiftest possible notification.	

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### Fire / Explosion

The cause of a fire or explosion mostly emerges only after assessment of the situation on site. Self-protection of the emergency services plays an essential role here. When proceeding towards the incident site, therefore, a criminal background should in some circumstances also be considered. **Self-protection of the emergency services plays an essential role here.**

### Medical emergencies on board aircraft

To provide assistance as fast and smoothly as possible, the affected aircraft should be guided whenever possible to a regular stand. Traffic Control arranges in such cases a stand which is as close as possible to the taxiway bridge which the aircraft will use to taxi onto the apron.

If applicable, a follow-me vehicle can be provided for faster orientation.

In the case of flights from non-Schengen countries, the early involvement of the federal police is the condition for procedure to be carried out without delay.

### Events with suspicion of infection

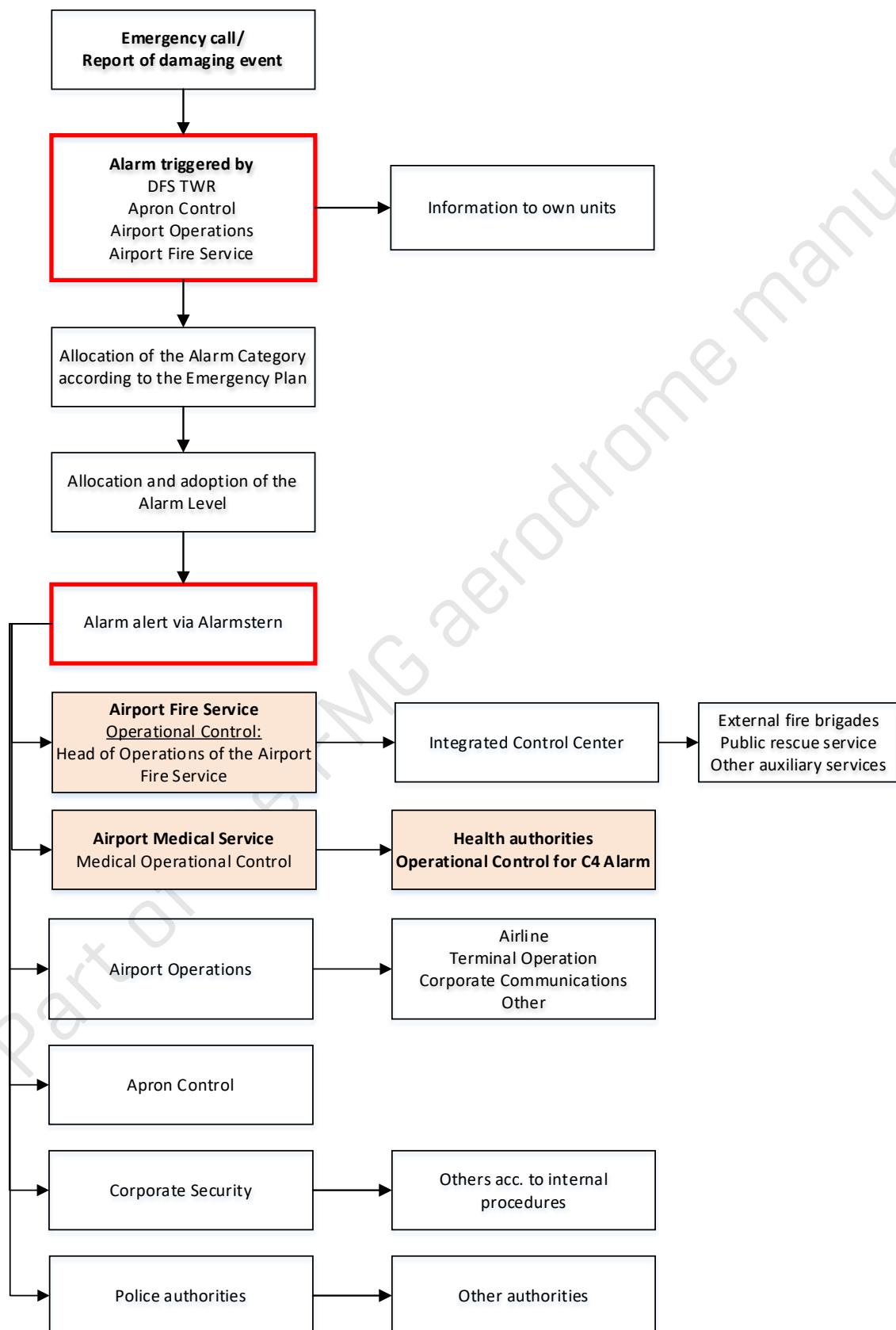
The outbreak of an infection or an individual disease with a serious or threatening infectious disease requires close cooperation with the health authorities. This includes e.g.: suspected smallpox, viral hemorrhagic fevers such as Ebola and Lassa fever, pneumonic plague [highly infectious and life-threatening diseases] SARS, MERS, cholera and new influenza variants.

The outbreak of relevant infectious diseases includes suspected noroviruses, measles, chicken pox, foodborne outbreaks. An outbreak exists if there are two or more suspected cases resp. sick persons.

Suspicious material with suspected infection or its damages: e.g. test transport, material of animal origin must be treated in the same way.

It is imperative to consider the current legal situation e.g. the *IfSG* [German Infection Protection Act] and the International Health Regulations.

**Alarmierungsübersicht**





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## C1 - Event without Personal Injury

### Alarm alert

Emergencies / Accidents without personal injury which are not associated to aircraft accidents

- on the free spaces / traffic areas of the airport landside and in the security restricted area
- in buildings, facilities and installations as well as underground passenger transport facilities (e.g. PTS, S-Bahn suburban railway)

and require the cooperation of several parties taking measures (hazardous substances) and / or are of operational importance (e.g. traffic disruptions).

### Trigger via

Alarmstern: "C Alarm" button

(blue) with gong

Fallback: alarm radio, trunked radio, telephone

### Operational Control

Airport Fire Service



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## Measures to be implemented:

### Airport Fire Service

- Trigger alarm resp. listen to and confirm alarm announcement
- Respond pursuant to Alarm and Response Regulations
- Inform the Integrated Control Center as instructed
- If applicable, request external rescue and auxiliary teams depending on the situation
- Initiate / Implement measures required depending on the situation
- Inform the Airport Duty Manager and Corporate Security about external rescue and auxiliary teams alerted
- Inform the Airport Duty Manager immediately about required restrictions on flight operations due to the operation
- Report the end of the alarm via alarm radio

### Corporate Security

- Listen to alarm announcement and confirm resp. trigger alarm
- Send representative with decision-making competence to Operational Control
- Initiate safety measures for the §8 line
- Initiate / Implement measures required depending on the situation
- Regulate traffic in the security restricted area, keep access roads to incident site clear
- Carry out pilotage services
- Record damage and preserve evidence
- Clear and, if applicable, secure accident site [after clearance by the investigating authority / Head of Operations]

### Airport Operations

- Listen to alarm announcement and confirm resp. trigger alarm
- The Airport Duty Manager proceeds to Operational Control
- Initiate required closure of airport maneuvering areas depending on the situation
- Ensure safety of other flight operations
- In the event of restriction of flight operations due to the operation, ensure resumption as quickly as possible
- In the event of major damages, arrange for higher levels and authorities to be informed (written accident report)
- Obtain relevant information and disseminate to relevant interest groups
- If applicable, start support process for passengers and meeters / greeters in consultation with Operational Control
- In addition to the recording of damage by the security service, document the condition of the maneuvering area(s), if applicable
- If applicable, report availability of airport operating areas after alarm ends to DFS TWR / Apron Control



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## Airport Medical Services

- Record and confirm alarm announcement

## Apron Control

- Listen to alarm announcement and confirm resp. trigger alarm
- If applicable, notify flight crews of potential taxiing restrictions
- If applicable, coordinate taxiing and towing operations with the Airport Duty Manager

## Airside Control Center

- Allocate resources / facilities for special purposes at the request of the Airport Duty Manager

## Terminal Operation

- Listen to alarm announcement
- Depending on responsibility, send employee with decision-making competence to Operational Control
- If applicable, coordinate necessary measures with Operational Control
- Control passenger flow (terminal areas)

## Pastoral Service Munich Airport

- If applicable, initiate required support measures in consultation with Airport Operations
- If applicable, request external support teams via the Fire Service Command Center

## Corporate Communications [see Annexes]

## FMG Technical Areas [see Annexes]

## Central Technical Control Room

- At the instruction of Operational Control, call on standby and support services

## Regional police / Federal police

- Listen to alarm announcement
- Send employee with decision-making competence to Operational Control
- Assess situation on site
- Carry out tasks according to responsibility
- Initiate measures according to internal police requirements

## Customs

- Record alarm announcement



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- Carry out tasks according to responsibility
- If applicable, establish contact with Operational Control on site

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## C2 - Event with Personal Injury

### Alarm alert

**Emergencies / Accidents with personal injury which are not associated to aircraft accidents**

- on the landside and in the security restricted area of the airport [areas, buildings, facilities and installations and underground passenger transport facilities (e.g. PTS or S-Bahn suburban railway)]
- medical emergencies on board aircraft (start, landing, taxiing, stand)

### Trigger via

Alarmstern: "C Alarm" button

[blue] with gong

Fallback: alarm radio, trunked radio, telephone

### Alarm triggered in the case of medical emergencies on board aircraft

immediately by DFS TWR or Apron Control if landing is within 5 minutes or the aircraft is already on the ground.

Note:

C2 Alarm is triggered by DFS TWR only if the responsible aircraft pilot expressly reports a "medical emergency".

### Operational Control

Airport fire department

**Confidential!****Measures to be implemented:****Airport Fire Service**

- Trigger alarm resp. record and confirm alarm announcement
- Proceed pursuant to Alarm and Response Regulations
- Inform the Integrated Control Center
- Request external rescue and auxiliary teams from the Integrated Control Center depending on the situation
- Initiate / Implement measures required depending on the situation
- Inform the Airport Duty Manager and Corporate Security about external teams alerted
- Inform the Airport Duty Manager immediately about required restrictions on flight operations due to the operation
- Report end of the alarm via alarm radio

**Airport Medical Service**

- Record and confirm alarm announcement
- Report a doctor-occupied emergency vehicle to the EZ of the fire department ready for action
- Initiate/carry out medical measures at the scene after being called out
- If necessary, request the alerting of external rescue services via the fire department's operations manager

**Corporate Security**

- Record alarm announcement and confirm resp. trigger alarm
- Initiate / Implement necessary measures depending on the situation
- Regulate traffic in the security restricted area and keep access roads to the incident site clear
- Implement pilotage services
- Record damage / accident and preserve evidence
- Clear and, if applicable, secure accident site [after clearance by the investigating authority / Head of Operations]

**Airport Operations**

- Record alarm announcement and confirm resp. trigger alarm
- Initiate the required closure of maneuvering areas due to the situation
- Ensure safety of other flight operations
- In the event of restriction of flight operations due to the operation, ensure resumption as quickly as possible
- In the case of medical C2 Alarms on board aircraft, check at the planned stand whether necessary staff / equipment are / is present
- In the event of major damages, arrange for higher levels and authorities to be informed [written accident report]
- Obtain relevant information and disseminate to affected persons
- If applicable, start support process for passengers and meeters / greeters in consultation with Operational Control
- In addition to the recording of damage by the security service, document the condition of the maneuvering area(s), if applicable
- If applicable, report availability of maneuvering areas after alarm ends to DFS TWR / Apron Control

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## Apron Control

- Record alarm announcement and confirm resp. trigger alarm
- If applicable, notify flight crews of potential taxiing restrictions
- If applicable, coordinate taxiing and towing operations with the Airport Duty Manager

## Airside Control Center

- Allocate resources / facilities for special purposes at the request of the Airport Duty Manager

## Terminal Operation

- Listen to alarm announcement
- Depending on responsibility, send employee with decision-making competence to Operational Control
- If applicable, coordinate necessary measures with Operational Control
- Control passenger flow (terminal areas)

## Corporate Communications [see Annexes]

## DFS TWR

- Record alarm announcement and confirm resp. trigger alarm (see Med. Emergency on Board Aircraft, page 1)
- If possible: request details from responsible aircraft pilot (condition of passenger / seat, see Checklist Medical Emergency)
- Forward available information to Airport Operations, the Airport Duty Manager or Head of Operations

## Regional police / Federal police

- Record alarm announcement
- Establish contact between regional police and Operational Control on site
- Establish contact between federal police and Operational Control on site in the case of non-Schengen traffic
- Assess situation on site
- Carry out tasks according to responsibility
- Initiate measures according to internal police requirements

## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- If applicable, establish contact with Operational Control on site

## Pastoral Service Munich Airport

- Record alarm announcement
- If applicable, initiate required support measures in consultation with Airport Operations
- If applicable, request external support teams via the Fire Service Command Center



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## Airline / Handling agent

**In the event of a medical emergency on board an aircraft, support by the airline resp. handling agent is mandatory.**

- If rescue resources are requested during the approach phase or while taxiing:
  - o Provide information to the Aerodrome Control Tower (DFS Tower) or Apron Control as quickly as possible via aeronautical radio [specify seat and, if possible, symptoms of sickness] - Checklist!!!
  - o The airline / handling agent informs Airport Operations immediately
- If rescue resources are requested at a stand or in / at a terminal /gate:
  - o The airline / handling agent informs the Airport Fire Service immediately on emergency number 089-975112
- In every case:
  - o proceed according to initial instructions of the Medical Service
  - o after first aid / treatment has been completed by the Airport Medical Service, ensure that the passenger receives further support in consultation with the Airport Medical Service
  - o if there is justified reason to suspect a highly infectious disease or danger to the public, inform the Airport Medical Service or Airport Fire Service immediately



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## C3 – Fire / Explosion

### Alarm alert

Fire / Explosion which is not associated to aircraft

- on the free spaces / traffic areas of the airport on the landside and in the security restricted area
- in buildings, facilities and installations as well as underground passenger transport facilities [e.g. PTS, S-Bahn suburban railway]
- in the vicinity of the airport

and requires the cooperation of several parties taking measures and / or is of operational necessity [e.g. necessary closures, clearances, traffic disruptions]

### Trigger via

Alarmstern: "C Alarm" button

[blue] with gong

Fallback: alarm radio, trunked radio, telephone

### Operational Control

Airport Fire Service

**Confidential!****Measures to be implemented:****Airport Fire Service**

- Trigger alarm resp. record and confirm alarm announcement
- Proceed pursuant to Alarm and Response Regulations
- Inform the Integrated Control Center as instructed
- Request external rescue and auxiliary teams via the Integrated Control Center depending on the situation
- Initiate / Implement measures required depending on the situation
- Inform the Airport Duty Manager resp. **Terminal Operation** immediately about required restrictions on handling resp. flight operations due to the operation
- Assess together with the Airport Medical Service whether to proceed in addition according to Alarm Level C2
- Inform the Airport Duty Manager and Corporate Security about external teams alerted
- Report the end of the alarm via alarm radio

**Airport Medical Service**

- Listen to and confirm alarm announcement
- Report a doctor-occupied emergency vehicle to the EZ of the fire department ready for action
- Initiate medical measures at the scene after call-out
- In the event of personal injury, proceed according to alert level C2

**Corporate Security**

- Record alarm announcement and confirm resp. trigger alarm
- Send an employee with decision-making competence to Operational Control
- Initiate / Implement required measures depending on the situation
- Keep access roads to accident site clear and regulate traffic in the security restricted area
- Carry out pilotage services
- Record damage / accident and preserve evidence
- Clear and, if applicable, secure accident site [after clearance by the investigating authority / Head of Operations]

**Airport Operations**

- Record alarm announcement and confirm resp. trigger alarm
- The Airport Duty Manager proceeds to Operational Control
- Take decision depending on the situation on the restriction / suspension of flight operations and/or closure of maneuvering areas and their duration
- Ensure safety of other flight operations
- In the event of restriction / suspension of flight operations due to the operation, ensure resumption as quickly as possible
- In the event of major damages, arrange for higher levels and authorities to be informed (written accident report)
- Obtain relevant information and disseminate to affected persons
- If applicable, start support process for passengers and meters / greeters in consultation with Operational Control

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- If applicable, report availability of airport operating areas after end of alarm to DFS TWR / Apron Control

## Apron Control

- Record alarm announcement and confirm resp. trigger alarm
- If applicable, notify flight crews of potential taxiing restrictions
- If applicable, coordinate taxiing and towing operations with the Airport Duty Manager

## Airside Control Center

- Allocate resources / facilities for special purposes at the request of the Airport Duty Manager

## Terminal Operation

- Record alarm announcement
- Send an employee with decision-making competence to Operational Control
- Coordinate necessary measures with Operational Control
- Control passenger flow (terminal area)

## Corporate Communications [see Annexes]

## FMG Technical Areas [see Annexes]

## Regional police / Federal police

- Record alarm announcement
- Establish contact between the police authorities and Operational Control on site
- Assess situation on site
- Carry out tasks according to responsibility
- Initiate measures according to internal police requirements

## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- Establish contact with Operational Control on site
- If applicable, send representative with decision-making competence to Operational Control
- Assist federal police on site upon request

## Pastoral Service Munich Airport

- Record alarm announcement
- If applicable, initiate required support measures in consultation with Airport Operations
- If applicable, request external support teams via the Fire Service Command Center

## Central Technical Control Room



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- Call on standby and support services as instructed by Operational Control

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## C4 – Event with Suspicion of Infection

### Alarmfall

**Outbreak of an infectious disease or individual sickness with a serious or threatening infectious disease or suspicion of a generally threatening biological hazard situation**

Current legislation is taken into account e.g. the *IFSG* (German Infection Protection Act), the International Health Regulations and the Influenza Pandemic Plan.

### Trigger via

Alarmstern: “C Alarm” button

(blue) with gong

Fallback: alarm radio, trunked radio, telephone

### Operational Control

**Traffic supervision until the arrival of the health authorities (LGL-Bayern, Task Force Infectiology / District Health Office Erding).**

### Meeting point

Depending on the situation at the incident site or in consultation with the main parties taking measures

### Potential stands for aircraft arriving

- Entry S2
- Position 611 to 614 (next to engine testing facility)
- DA1 in the north west

**Confidential!****Measures to be implemented:****Airport Medical Service**

- Record and confirm alarm announcement
- Assess situation at incident site
- Initiate alert of Infectology Task Force via the EZ fire department
- Initiate / Implement required measures depending on the situation
- Request that external rescue teams be alerted via the EZ fire department
- Arrange / Initiate initial medical procedures or health authority requirements (IfSG, the International Health Regulations) e.g.
  - o general principles of conduct
  - o initiate initial intervention to prevent infection (e.g. cordoning off, classify contact persons, Passenger Locator Cards (PLC), quarantine)
  - o determine boundary of cordon
  - o protective clothing
  - o quarantine measures
  - o primary medical care for individuals
  - o curative measures

**Airport Fire Service**

- Trigger alarm resp. listen to and confirm alarm announcement
- Proceed pursuant to Alarm and Response Regulations
- Inform the Integrated Control Center and initiate alerting of the health authority there
- Request external teams via Erding Integrated Control Center
- Initiate / Implement required measures depending on the situation
  - o Coordinate non-medical measures until responsible health authority arrives
  - o Safeguard documentation and communicate to health authority operational control
  - o Prepare and, if applicable, carry out decontamination of persons
  - o Assist in disinfection procedures
  - o Deployment of protective clothing
- Notify the Airport Duty Manager and Corporate Security about external teams alerted
- Notify the Airport Duty Manager and terminal operation immediately about required restrictions on handling resp. flight operations due to the operation
- Report the end of the alarm in consultation with the health authority via alarm radio

**Airport Operations**

- Listen to alarm announcement and confirm resp. trigger alarm in consultation with the Airport Medical Service
- Proceed to the Operational Control meeting point
- Initiate required closure of airport maneuvering areas due to the situation
- Initiate suspension of handling process immediately (aircraft, passengers, baggage) on site
- If applicable, initiate repositioning of aircraft

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- Communicate important information to the flight crew or initiate its transfer to the flight crew (e.g. through planned procedures ...)
- Clarify whether the services of an interpreter are required
- Ensure the safety of other flight operations
- In the event of the restriction of flight operations due to the operation, ensure resumption as quickly as possible
- Arrange for higher levels and authorities to be informed (written report)
- Obtain relevant information and disseminate to affected persons
- If applicable, start support process for passengers and meeters / greeters in consultation with Operational Control
- Important: physical separation of infected persons / persons suspected of being sick and healthy persons, passengers and employees
- If applicable, report availability of airport operating areas after the alarm ends to DFS TWR / Apron Control

### Health Authority

- Take over Operational Control
- Assess situation and evaluate initial risk assessment on site
- Initiate and conduct briefing with the parties taking measures
- Initiate measures according to tactical requirements of the health authority
- Carry out tasks according to responsibility
- Arrange / Initiate other health authority and medical procedures (IfSG, the International Health Regulations)  
e.g.
  - o determine suspicion and working diagnosis
  - o determine protective measures
  - o define danger zones
  - o targeted principles of conduct
  - o define and determine protective clothing
  - o order quarantine measures
  - o organize test transport, if applicable with the administrative assistance of the police, fire brigade, first-aid services
  - o manage contact persons and identify
  - o classify contact persons
  - o order disinfection or disinfection measures
  - o release the aircraft or other affected areas, baggage and items together with information to customs, the airline and Airport Operations
  - o determine and coordinate press relations work
- Further health authority measures
- If applicable, alert in addition special units / request equipment via the Fire Service Command Center
- e.g. CBRN for medical assistance in protective respirator equipment
- Inform Operational Control of the end of the alarm

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### Ground handling

- Handling procedures and operation of handling equipment only at the express instruction of Operational Control
- In principle, the unloading of baggage and / or provisioning and waste disposal at the aircraft initially ceases
- Comply with instructions from the health authority and Operational Control

### Corporate Security

- Listen to and confirm alarm announcement
- Notify Airport Medical Service immediately if you perceive this to be appropriate or this is indicated by third parties
- Initiate / Implement necessary measures depending on the situation in consultation with Operational Control
- Regulate traffic in the security restricted area and keep access roads to incident site clear
- Carry out pilotage services
- Secure the incident site
- Assist quarantine measures
- Cooperate in the control of passenger flows (separate disembarkation by groups, transfer to suitable rooms for further clarification and questioning)

### Airside Control Center

- Allocate resources / facilities for special purposes at the request of the Airport Duty Manager

### Terminal Operation

- Listen to alarm announcement
- Coordinate required measures with Operational Control
- Control passenger flow
- If applicable, put lounges into operation for contact persons and passengers
- Make suitable premises available to question contact persons
- If applicable, provide interpreters

### Corporate Communications (see Annexes)

### FMG Technical Areas (see Annexes)

- At the request of Operational Control:
  - o Technical measures to reduce the spread of pathogens (switching off ventilation systems, while taking into account the effects on electronic equipment (EDP ...), continued operation of toilets, hygiene measures
  - o Cancel special services (staff, equipment)

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## Regional police / Federal police

- Listen to alarm announcement
- Establish contact between the regional police and Operational Control on site
- Assess situation on site
- Carry out tasks according to responsibility
- Initiate measures according to internal police requirements

## Customs

- Record alarm announcement
- Carry out tasks according to responsibility
- Send representative with decision-making competence to Operational Control

## Pastoral Service at Munich Airport

- Listen to alarm notification
- If applicable, initiate required support measures in consultation with Operational Control
- Coordinate measures with external support teams, the affected airline and Operational Control

## Airline / Handling agent

- Receive alarm notification and put operational staff on standby inside the airport site
- Send responsible contact partner to Operational Control meeting point
- Report to Airport Medical Service in case of infection or suspected cases in the working environment / on board aircraft
- Follow instruction of Operational Control
- Support passengers (according to medical staff)
- Provisional prohibition of disembarkation (in the case of aircraft arriving)
- No food in / from the aircraft
- Suitable protective clothing to be put on only in consultation with the health authority
- Clearance of aircraft by competent Operational Control
- Support passengers, organize onward flights

## Veterinary border inspection post / veterinary authority

- Coordination of necessary measures with the operations management
- Animal flow control for affected/involved animals, e.g. in the cabin, baggage or cargo
- care of affected animals
- Provision of suitable premises to accommodate affected animals

## / Annexes



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## Operational Control

### Operational Control and responsibilities

To deal with an emergency, the coordinated cooperation of several organizations and special services is as a rule required. For this, an operational control, comprising the representatives of a head of operations and further main parties taking measures required to avert damage, must always be set up. It is responsible for coordinating all measures under the leadership of the head of operations to avert damage.

For the purposes of damage limitation, all other services of the airport company directly report to Operational Control during the operation. The Head of Operations is authorized to issue instructions.

In the case of large-scale emergency scenarios, or scenarios that are beyond the control of the regular organization due to their complexity and comprehensive effects, the Crisis Management must be activated (see Annexes).

Operational Control has furthermore the following responsibilities:

Ensure communication between and situation reports to involved departments  
(operations center[s], if applicable Emergency Management, if applicable Crisis Management FMG)

Relevant parties taking measures are:

- Fire Service Head of Operations
- Airport Medical Service Head of Operations
- Airport Duty Manager
- Corporate Security Head of Operations
- Terminal operation

If required (e.g. large-scale emergency, aircraft accident, biological hazards):

- Regional Police Head of Operations
- Federal Police Head of Operations
- Rescue Organization Head of Operations
- Representatives of authorities (Federal Aviation Office, Government of Upper Bavaria, Public Prosecutor's Office, Administrative District Office, Local Head of Operations)
- Health authority at Munich Airport: LGL-Bavaria, Task Force Infectiology (GI-TFI1.2)
- Other (representative of airline, handling agent, fueling service, etc.)

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Alarm Levels and responsibilities (Head of Operations)

The Alarm Levels of this Emergency Plan and the respective responsible heads of operations (overall operation) are listed in the table below.

Alarm	Designation	Head of Operations
A1	Standby Alarm	Airport Fire Service
A2	Aircraft Accident inside the Airport Perimeter	Airport Fire Service
A3	Aircraft Accident outside the Airport Perimeter	Airport Fire Service
B1	Imminent / Actual Act of Sabotage against Aviation Facilities	Federal Police / Regional Police
B2	Imminent / Actual Act of Sabotage against Aircraft	Federal Police / Regional Police
B3	Imminent Hijacking / Hijacking of an Aircraft	Regional Police / Federal Police
B4	Intrusion in the Critical Parts of the Security Restricted Area and Situations of Passenger Mixing (Clean / Unclean); "Special case Drones"	Federal Police
B5	Imminent Terrorist Attack / Actual Terrorist Attack	Regional Police
C1	Event without Personal Injury	Airport Fire Service
C2	Event with Personal Injury	Airport Fire Service (Med. Service has medical authority until takeover)
C3	Fire / Explosion	Airport Fire Service
C4	Event with Suspicion of Infection	Airport operation** (Med. Service has medical authority until the takeover)

\* until the incident commander of the public rescue service takes over command of the operation

\*\* until the health authority / LGL-Bavaria, Task Force Infectiology takes over the management of the operation



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## Integrated Control Center

The Erding Integrated Control Center is operated by Erding Administrative District and is competent for the Erding, Ebersberg and Freising Administrative Districts. According to the law, it is its responsibility to receive all emergency calls, emergency notifications, other requests for assistance and information for rescue service and fire brigade in the area of its responsibility. In order to fulfil its responsibilities, it cooperates closely with the Operational Headquarters of Munich Airport Fire Service.

Necessary external rescue services and means are alerted by the Integrated Control Center on demand of Munich Airport Fire Service.

## Emergency number 112

The Fire Service Command Center can, therefore, be contacted directly in case of emergency (via the public telephone network system) only on 089/975-112. The emergency number 112 and the trunked radio speed dial 112 suffice within the company telephone network system of FMG.

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## Assembly Areas and Direction Services

Assembly areas are defined points landside and in the security restricted area of the airport, from which individual fire and rescue services can be directed to the incident site.

### External central assembly point for rescue and auxiliary teams:

**1** "Kammermüllerhof" [immediately to the north-east of the junction Ismaninger Strasse (FS44) and Freisinger Allee - see maps section]. All fire and rescue teams in principle [also in the case of damaging events landside] proceed to the "Kammermüllerhof" assembly point.

Emergency services and resources are assembled here, recorded and tactically organized. At the request of Operational Control, the teams proceed to the

- incident site landside
- or to the main gate for direction to the incident site in the security restricted area.

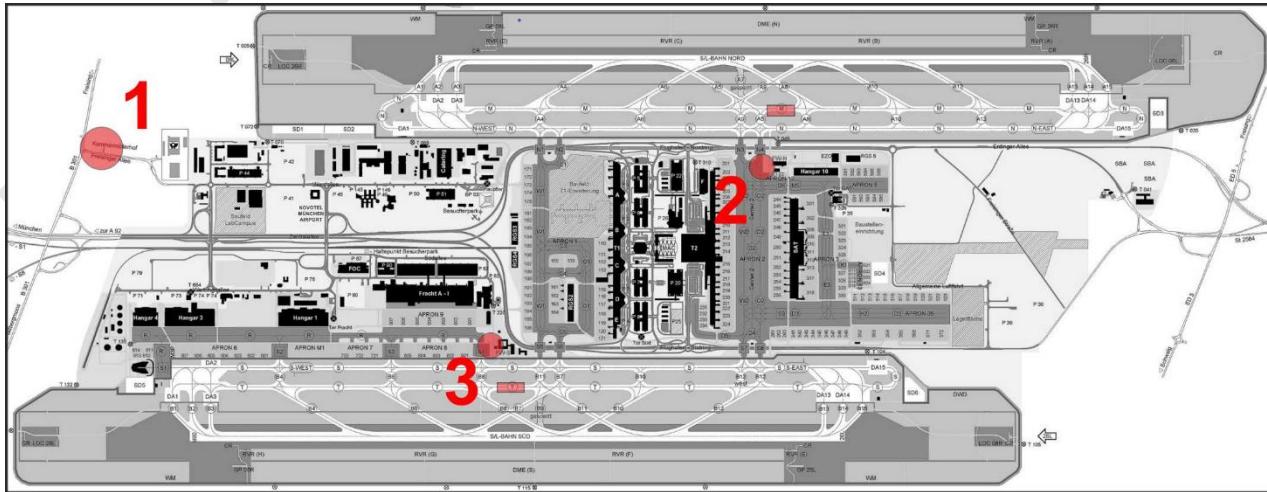
### Internal assembly points:

#### **2** Northern runway system:

- Munich Airport Fire Brigade- Operational Control and all other Emergency Services of the Airport Fire Brigade -> Exit area north of the North Fire Station
- Section Commander 3 [= first arriving C- Service], LFZ- Fire Protection North, 1 Staffel Fire Protection (Building) Taxiway M between Taxiway A 5 and A 8, view to north

#### **3** Southern runway system:

- Munich Airport Fire Brigade- Operational Control and all other Emergency Services of the Airport Fire Brigade -> on the area between the Fire Station South and Entry S 4
- Section Commander 3 [= first arriving C- Service], LFZ- Fire Protection South, 1 Staffel Fire Protection (Building) Taxiway T between Taxiway B 8 and B 11, view to south





# Emergency Plan

ATT

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## Other assembly points:

The Head of Operations can determine other assembly points at any time depending on the situation. The parties taking measures in Operational Control must be notified of this decision.

## Direction services

Corporate Security is responsible for the pilotage of emergency services. The pilotage of emergency services on maneuvering areas can be assumed by Ramp Services in consultation with Corporate Security.

Emergency services within the scope of this procedure are:

- fire engines and special vehicles of public fire services
- emergency vehicles of rescue services and civil protection
- the police
- other special services ordered by Operational Control which are required to avert damage

The required emergency services have in any case free access to the airport, if damage occurs, up to the designated assembly point landside.

Inside the security restricted area, the emergency services are guided in principle by operational services of Flughafen München GmbH. Corporate Security is responsible for unrestricted access in the case of emergencies at the airport. The police can assist unrestricted access to the airport with appropriate police measures.

## Independent movements in the critical parts of the aviation security restricted area

Independent movements by public fire and rescue teams in the critical parts of the airport's aviation security restricted area (airside) are prohibited.

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## Support for Passengers / Relatives

The Emergency Plan of Munich Airport differentiates between the following types of support:

### IRREG situations

Support for a large number of passengers because of an event e.g. a large number of passengers are stranded due to poor weather, natural disasters, strikes or technical failure which suddenly occurs and deviates from regular flight operations.

The main distinguishing feature is that the affected persons are not as a rule traumatized but a serious exceptional situation exists.

The following stipulations have been made:

- the airlines and parties taking measures are notified by Airport Operations
- "Section Management" is set up depending on the situation in order to coordinate measures jointly [e.g. information, support and care]
- passengers are notified in principle by the airlines
- other media: electronic public address system at the airport and social media of Munich Airport
- if support is necessary for a longer time, this will be provided by the "SAT and Care Teams" of the airlines
- on request by the Section Management respectively the Operational Control, the KDaF provides on-site support with personnel
- the Section Management respectively the Operational Control coordinates further tasks of the KDaF on-site
- if applicable the **Terminal operation** provides supports on-site with staff
- if, due to an event, access to the airport is blocked by the authorities, external access for professional support personnel [e.g. airline or handling services] is possible after legitimization by means of the airport ID card and the ID card at the barrier

### Aircraft accident or other alarm events – passengers (Survivors Reception Center)

The Survivors Reception Center is set up to protect uninjured passengers and to provide safety. Immediate needs are satisfied here (eating, drinking, blankets etc.).

The personal data of passengers and relatives are recorded by the Regional Police and, as required, measures of psychosocial emergency care are initiated to bring together survivors and their relatives. In addition to the SAT and Care Teams of the airlines, rapid reaction forces of public rescue services and emergency pastoral carers as well as the Pastoral Service at the airport are deployed.

The following stipulations have been made:

- the support room for surviving and slightly injured passengers is determined by Operational Control [depending on the situation - free rooms, requirements and damage site, number of supported passengers, etc.]
- the information and request of the **Terminal operation** and the Pastoral Service is done by Airport Operations in consultation with the Operational Control

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- for the public rescue teams, the “Organizational Head of the Rescue Service” is the interface for crisis intervention teams of the public rescue service
- the Pastoral Service reports in consultation with Corporate Security to Operational Control that the premises have been put into operation
- Passenger transport can only commence after the commissioning has been reported to the Operational Control
- the transport to the premises by bus is organised/arranged by the Operational Control
- the Support Sub-Section is formed by the Pastoral Service at the airport, an airline representative [e.g. the Head of SAT], the Head of the crisis intervention teams of the public rescue services, the police authorities and FMG Corporate Security and Terminal operation.
- the Section Head of the Support Sub-Section has to be agreed upon between the Pastoral Service, the airline concerned and, if necessary, the requested public rescue service [KIT]
- persons are registered in the support room as well as provided with support

#### Aircraft accident or other alarm events - relatives / meeters / greeters [Friends and Relatives Reception Center]

After aircraft accidents or similar emergencies such as hijacking, it is to be expected that meeters / greeters and relatives will seek help.

In order to provide such persons with help, two contact points were determined and communicated in the terminals:

- For flights handled in Terminal 1, the designated contact point is the Main Information Desk in the Central Area.
- For flights handled in Terminal 2, the designated contact point is the Information Desk Arrivals Terminal 2 Level 03. Outside the operating hours of the Information Desk Arrivals T2 (22:00 to 06:00), the contact point is the Main Information Desk in the Central Area.

Persons seeking help are received at the respective contact point together by SAT, the Terminal Management and Care Team members of the airlines.

In order to offer protection from the press and to provide further information on the status of the incident and the condition of their relatives, the first transfer and care of the persons takes place in a room defined by the Operations Management. The registration of personal data is at the discretion of the Regional Police. After the registration process relatives [meeters/ greeters] are taken by buses to the Reception Center.

At the reception center, a Support Sub-Section is established for meeters / greeters and relatives. Apart from the SAT and Care Team members of the airlines, support is provided by the police, emergency pastoral carers, employees of the Pastoral Service at the airport and members of the crisis intervention teams of the public rescue services. The airport provides the premises and transport. Support is, however, in principle the task of the airline.

Apart from psychosocial support, the personal data of relatives and friends is recorded by the Regional Police and used to bring them together with survivors.



# Emergency Plan

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In the case of events at the airport or in the vicinity, the support processes will be started by joint Operational Control in the course of alarm processing.

If the necessity of supporting relatives and meeters / greeters is expected in other cases - event not at Munich Airport or in the vicinity but in connection with the airport e.g. flight from or to Munich - Airport Operations must be notified immediately.

Airport Operations notifies all parties taking measures as well as Corporate Communication and initiates the establishment of Operational Control in consultation with the airline.

The following stipulations have in principle been made:

- Operational Control determines the care room for the relatives and meeters / greeters (location-dependent -free rooms, requirements, damage location, number of persons to be supported, etc.)
- Airport Operations notifies Corporate Security, the Terminal operation and the Pastoral Service
- if a Support Section Management has not yet been established, this is to be established by the Pastoral Service at the airport, an airline representative (e.g. Head of SAT), the Head of crisis intervention teams of the public rescue services, the police authorities and FMG Corporate Security according to the situation
- the Shift Supervisor of Terminal operation notifies the employees of passenger information services and the employees of Terminal operation
- request for buses by Operational Control to Aeroground Bus Dispatchers  
**(Important: buses leave only when the support room has been put into operation and released)**
- Where possible, the buses with relatives or meeters / greeters are to be accompanied to the place of support by the regional Police or Corporate Security.
- Corporate Security ensures that the Maintenance Hangar 3 is opened and the controlled access (critical part) of relatives and meeters / greeters.
- Pastoral Service Munich Airport, in coordination with Corporate Security, reports that the premises have been put into operation to Operational Control
- at least one hour shall be set for the time of commissioning
- Corporate Security and the police take initial measures to secure the support area in order to safeguard the personal rights of the affected persons (access controls, cordons in the outside area)

Part of this document is confidential

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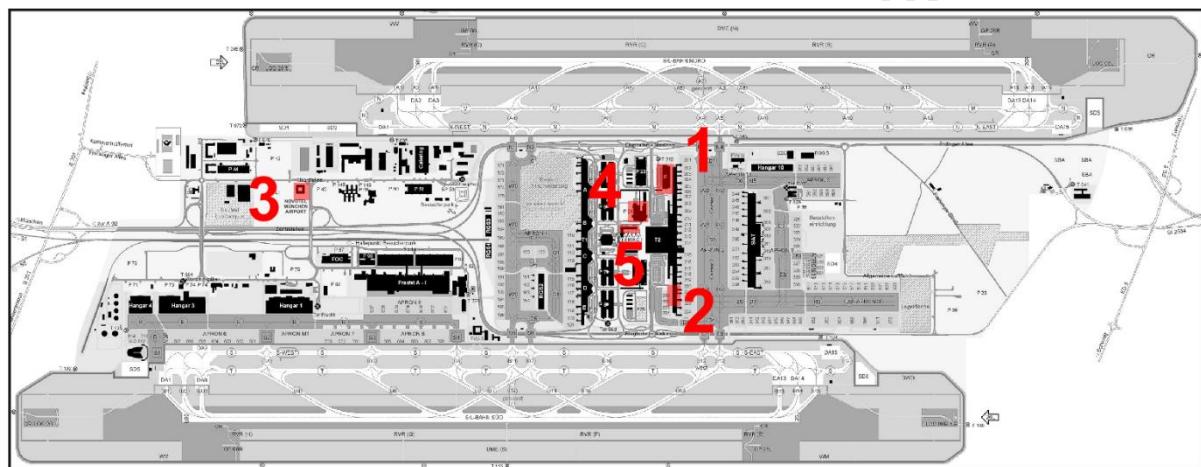
The locations stated below are available for the support of passengers and relatives:

- 1** Terminal F (uninjured, slightly injured passengers, relatives)
- 2** Terminal 2, waiting area G81 - G84 (uninjured, slightly injured passengers)

As an option, use of rooms and facilities in the following locations

- 3** Hotel Novotel
- 4** Hotel Hilton
- 5** Municon Conference Center

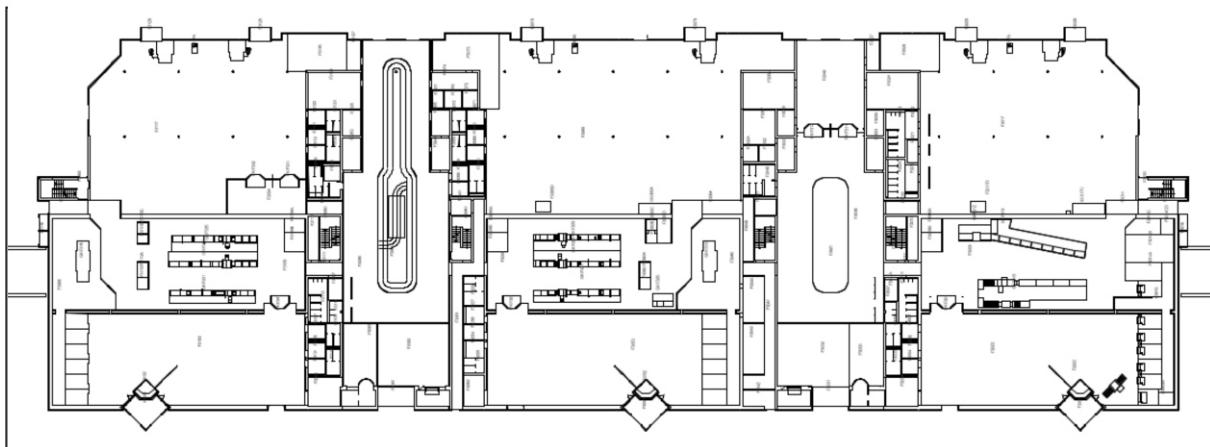
can be requested.



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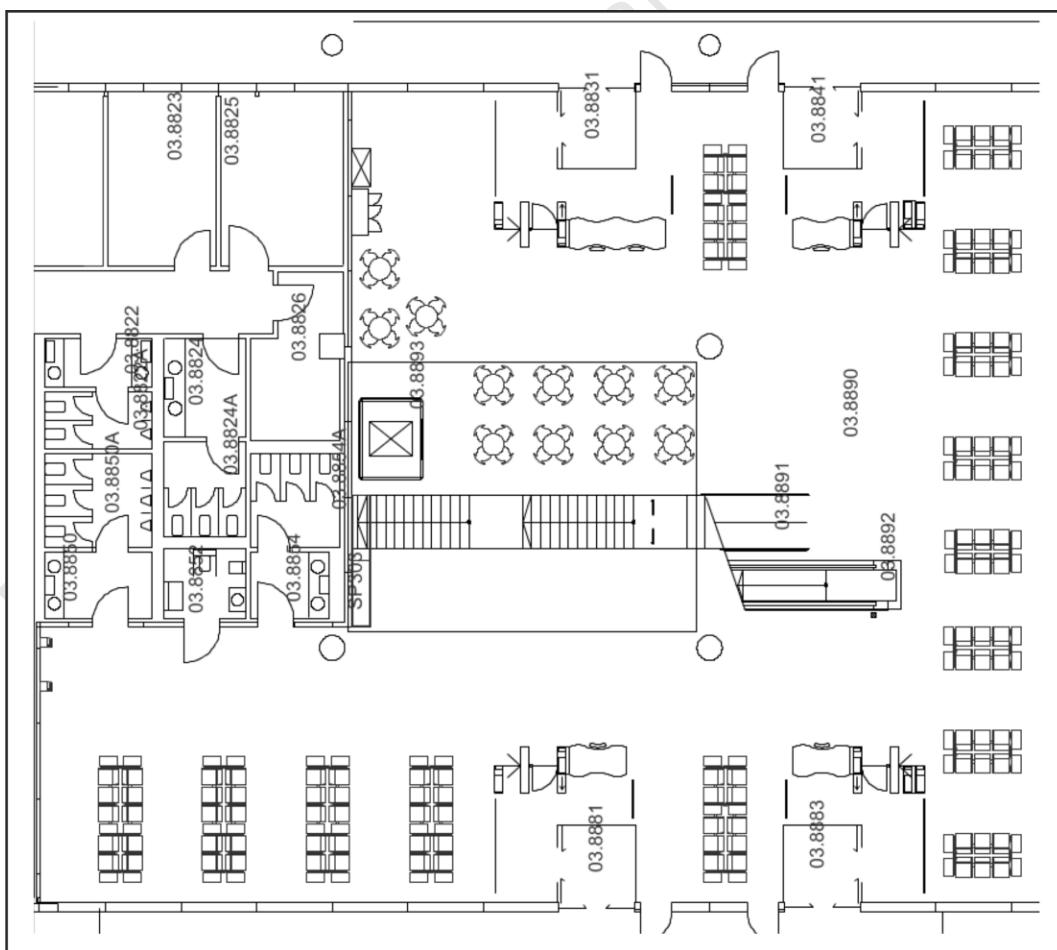
Floor Plan - Terminal F, Ground Floor:

Capacity: approx. 150



Floor Plan - Terminal 2, Gate Area G81 - G84, Ground Floor:

Capacity: approx. 80



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## Central Police Office for Missing Persons and Notifications

### Operation of a call center at the Munich Airport Police Department

The Bavarian police operates a "Central Police Office for Missing Persons and Notifications" to deal with "major disasters".

It serves the population for telephone reports of missing persons and for the transmission of clues that help to clarify the crime or the circumstances of the accident. A major disaster exists if the life, physical integrity of many persons was endangered or harmed, and a large number of missing or helpless persons are to be expected.

Basically, the "Central Police Office for Missing Persons and Notifications" can be requested for support by any Bavarian police association in whose area of responsibility the accident has occurred.

It is designed as a call center and is operated in the Munich Airport Police building in the premises of the GAST.

The office can be put into operation about 30 - 45 minutes after a disaster becomes known. After commissioning, a central telephone number will be published in the media. Incoming calls are answered by specially qualified staff and will be recorded in special software.

#### Note:

The "Central Police Office for Missing Persons and Notifications" at GAST Munich Airport is **only manned when in operation** and can be reached on the following telephone number **after publication in the media**:

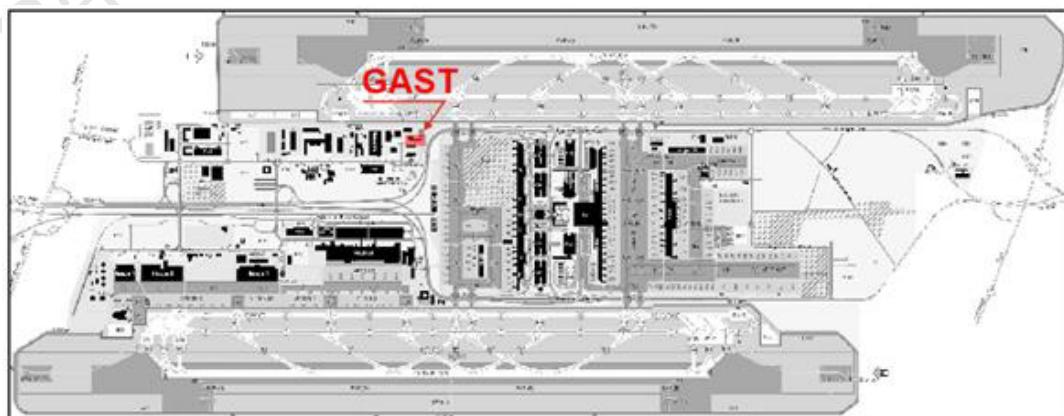
0800 / 77 66 350

Callers can be referred to this number if they miss a person or want to give the police a tip.

In the event of a major incident at Munich Airport or if the incident is connected with the airport [e.g. departure or destination airport], a police liaison officer is to be sent to the FMG crisis unit [if such a unit is set up]. Cooperation can also take place after bilateral agreement and, if required, with Security Operations.

The Erding Criminal Police Office is responsible for incidents related to Munich Airport, on whose behalf the "Central Police Office for Missing Persons and Notifications" is also operated.

The commissioning of the call center is reported to Airport Operations and the the Directory Enquiries if an event is related to Munich Airport.



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## Treatment / Mass Casualty Incident - Personal Belongings

Comprehensive coverage with rescue services is, according to the Bavarian Rettungsdienstgesetz [Law on Rescue Services], a public task and to be ensured by a public rescue service.

Munich Airport also falls within the area of competence of the public rescue service.

The Airport Medical Service and Airport Fire Service support the public rescue service with a "first responder system".

When an emergency call is received which immediately requires measures for first aid, the rescue service or medical treatment, the Command Center of the Airport Fire Service alerts a "first responder team" of the Airport Fire Service and, if medical care is required, the Medical Service.

The Fire Service's "first responder team" and, if applicable, the Airport Medical Service proceed to the site of the emergency, relieve first aiders and start providing initial care to injured or sick persons until the public rescue service arrives.

The Fire Service Command Center requests rescue services from the Integrated Control Center for rescue transport and emergency medical care.

If there are no suitable rescue resources available in time, the Airport Fire Service can transport the injured or sick to a suitable hospital by order of Erding Integrated Control Center.

In the case of all other emergencies, outpatient medical care is to be provided by the Airport Medical Service without availment of the rescue service.

### Rescue of injured persons

Injured persons are rescued from the danger zone in principle by fire brigade staff. The injured persons are placed in the most appropriate manner in the patient triage area. The Airport Fire Service provides a trailer with rescue equipment for a mass casualty incident.

### Patient triage area

The patient triage area is set up immediately outside the danger zone on the edge of the damage zone. All injured persons are given a triage tag. Full registration is carried out. An initial triage is carried out and basic immediate life-saving measures performed. The rescue service / first-aid service / group of stretcher bearers take charge of the injured persons and take them to a treatment area.

### Treatment areas

A treatment area is set up by the emergency teams available in the rescue service and the units additionally provided.

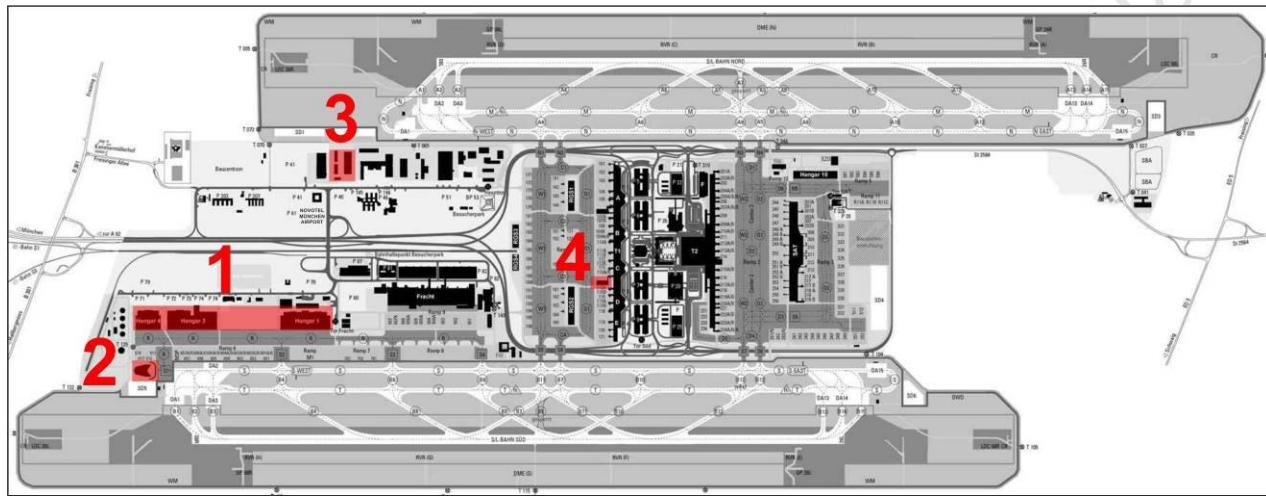
The temporary treatment area is determined by Operational Control depending on the situation.

This is where all necessary medical procedures are performed to establish the patient's transport stability.

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The locations stated below are merely an option and form the basis for the decision by Operational Control for selecting a treatment area.

- 1 Aircraft maintenance hangars
- 2 Engine testing facility
- 3 Winter services equipment hangars (Attention: 1 hangar is reserved for the police)
- 4 Terminal C West (if available at short notice)



### **Mass casualty incident**

A mass casualty incident involving injured or sick persons exists when there are so many emergency patients who must be cared for, which goes beyond the scope of regular basic care, that special procedure to avert danger is required in order to provide emergency medical care to the emergency patients in a timely manner.

Such an incident does not automatically fulfil the requirements for a catastrophe!

Dealing with major disasters (in this case: prevention of danger with no police involvement) or a mass casualty incident is carried out according to the requirements of the competent civil protection authorities and is stipulated in the Alarm and Operation Plan of Erding Administrative District Office for Munich Airport.

The demand for public fire fighters and rescue teams and, if applicable, civil protection authorities for damaging events, which can no longer be dealt with by the teams of the Airport Fire Service, is made at the instruction of the Head of Operations of the Airport Fire Service via the Fire Service Command Center at Erding Integrated Control Center.

### **Storage of personal belongings (scattered items)**

Personal belongings that are scattered following an aircraft accident over the accident site are secured and catalogued by emergency teams of the regional police.

They are temporarily stored in secure premises in close consultation with the police authorities.

The police authorities are responsible for the classification and return of personal belongings.

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## Deaths, Accommodation of Deceased Persons

The following statements do not affect the duties and responsibilities of the physician, police, Public Prosecutor's Office or other authorities.

**Important:**

The death of a person can and may only be determined by a physician!

According to Art. 2 of the Bavarian Bestattungsgesetz [Burial Act], each body must be examined by a physician prior to burial in order to determine death, the nature of death [natural or unnatural death] and the cause of death [post-mortem].

In the case of a natural death, the examining physician releases the body. In the case of an unnatural death or unclear cause of death, only the competent Public Prosecutor's Office or the police may release the body.

Procedures connected with deceased persons are preceded as a rule by rescue procedures by the public rescue service, the Airport Medical Service or the first responder of the Airport Fire Service. Operational Headquarters of the Airport Fire Service must be alerted in any case. The Airport Fire Service monitors procedures on site and always alerts the Pastoral Service of Munich Airport as well [Tel. 90925]. Accessibility to the Pastoral Service is assured at all times.

Freising Bureau of Vital Statistics is responsible for all deceased persons at Munich Airport [Tel. 08161 - 5443400].

### Procedure in the case of natural death

If the death of a person is determined within the area of responsibility of FMG, the police must be alerted in any case. Corporate Security takes the first protective measures in consultation with the police.

If the death of a passenger is determined within the area of responsibility of an airline, a responsible representative of the affected airline will cooperate in clarifying the matters affecting the deceased person.

The airline's area of responsibility also includes the involvement of SAT teams to support any relatives.

The police must be alerted in any case. Corporate Security takes the first protective measures in consultation with the police.

If no relative is on site, the regional police may order the deceased to be placed in temporary custody [refer to the section "temporary accommodation"].

As a rule, the relatives assign matters to a funeral undertaker. The airline can act in a supportive role here.

Tracing relatives is undertaken by the regional police, by the airline as well, as the case may be.

Personal belongings or valuables of the deceased person are documented by two persons and kept by the police until further clarification.

When the body is handed over to the mortician, the mortician will confirm this in writing when collecting the body.

### Procedure in the case of unnatural death

If an unnatural death is suspected, the regional police will take all measures. FMG services provide support as requested.

**Confidential!****Temporary accommodation**

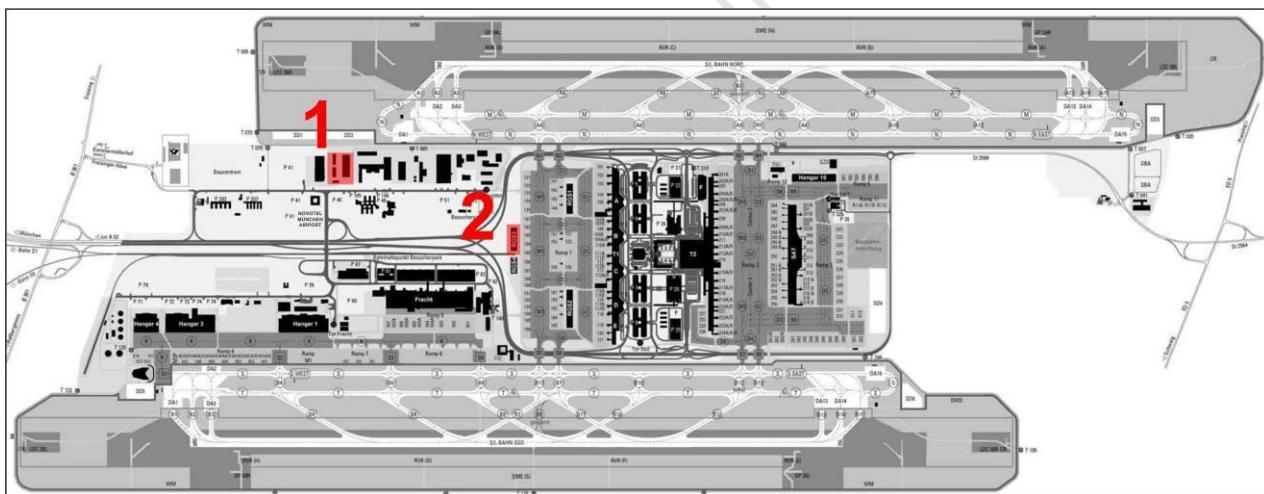
A room in RGS 3 is available for the temporary accommodation of a body until taken away by a funeral undertaker. The room is opened by the Airport Fire Service or Corporate Security. Recovery of the body and transport is carried out with appropriate equipment (body bags, rescue stretchers) and Fire Service vehicles. The room is not suitable for the laying out of the deceased person and the contact of relatives with the deceased person. A funeral undertaker must be involved to ensure the dignified and appropriate laying out of the deceased person and to allow relatives to say a dignified farewell.

**Accommodation in the event of large-scale incidents**

To protect perishable traces and given extreme weather conditions or if the situation so requires, bodies and scattered items can be accommodated in suitable buildings or halls (e.g. Winter Services Equipment Hall 1) pending further action.

**1** Winter Services Equipment Halls

**2** Ramp Equipment Station 3 (west side)

**Mass death incident**

In the event of a major disaster, apart from mass casualties, a large number of deaths (mass death incident) cannot be excluded. In such case, services of the police, Public Prosecutor's Office, BFU, civil protection authorities etc. are called into action to investigate, recover, identify, measure, transport etc. bodies. Overall measures are managed by the competent police. The police are authorized to request services of Flughafen München GmbH in support. Operational Control on the part of FMG lies with the Head of Operations of the Airport Fire Service.

**Funeral undertaker**

To deal with matters relating to the deceased person, the relatives can engage a funeral undertaker after the body is released by the physician.

The airline can act, if necessary, in a supportive role here.



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## Emergency Plan

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### Disinfection

The affected airline is responsible for removing any soiling [cleaning / disinfection] in the aircraft.  
A cleaning company is engaged to remove soiling [cleaning / disinfection] in FMG's area of responsibility.

Part of the FMG aerodrome manual

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## Terminal Clearance / Evacuation

**Terminal clearance** is initiated due to an emergency scenario and a specifically existing or potential situation of danger resulting therefrom. Clearance at Munich Airport is defined as the process for quickly “bringing persons to safety” from a dangerous area due to an unplanned and urgent incident in terms of time with danger to persons.

The aim of a terminal clearance is the rapid rescue and escape of persons using the building to the outside or to a safe area (e.g. other fire protection zone).

In principle, persons in danger follow the designated escape and rescue routes and are assisted by the specifically trained staff on site. The focus here is on helping and rescuing persons in need (e.g. injured persons, children, wheelchair users, visually-impaired and hearing-impaired persons ...) as well as directing and guiding persons who are not familiar with their surroundings.

Further measures are carried out by the emergency teams -  
e.g. searching for and rescuing persons from the danger zone.

In the event of a **terminal evacuation**, clearance measures due to an expected event or an abstract danger are initiated in a targeted manner in terms of time and space. Evacuation at Munich Airport is defined as the process for “vacating” the terminal(s) or part thereof in a planned and coordinated manner (e.g. critical parts of the security restricted area).

In the event of an evacuation, targeted coordination in operational control is possible. Specifically, route guidance, the selection of assembly points and lounges can be influenced and predetermined. In addition, further measures and the deployment of staff from the teams can be coordinated.

Apart from the protection of persons, the interests of airport and terminal operations can, by protecting order and security, be taken into account as the basis for positively influencing the “resumption of operations”.

Derived from this, the following principle applies:

**As long as a situation of danger allows, the terminal should in general be evacuated to the landside.**

In principle the evacuation and the clearance of one or several terminals follow the identical allocation of procedures and duties to the parts of the company and authorities involved. The participation and cooperation of all airport employees is required for the smooth execution and protection of the passengers!

### Terminal areas potentially affected:

- Terminal 1 - Module A-E
- Hall F
- Terminal 2 including Satellite

In addition, all other buildings at Munich Airport, in which persons habitually or temporarily stay (technical and maintenance hangars, office buildings) can also be affected.



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## Alarm alert / Trigger

A terminal clearance / evacuation can be triggered e.g. by:

- fire, explosion, thick smoke, danger of collapse of buildings / parts of buildings
- security incidents - specifically which prejudice aviation security

All passenger areas are equipped with public address systems.

The electronic public address system has an authorization concept, for which the alarm alert and warning announcements always have the highest priority and are triggered resp. spoken by predetermined departments (see Annexes).

If a terminal or part of a terminal has to be cleared resp. evacuated, the alarm is alerted and information provided to the affected persons by means of announcements via the electronic public address system.

If the public address system fails, Operational Control orders the use of megaphones on site.

## Measures

If the situation is such that an imminent evacuation is necessary or immediate clearance is required, a warning announcement [see Annexes] will be triggered in principle by the Airport Fire Service.

If it emerges from the assessment of the situation by the competent police authorities that such a measure is necessary, the same procedure will apply.

In the event of a terminal evacuation, there is a risk that people from the terminals will enter the aprons in an uncontrolled manner. Flight operations and operations on the roadways and aprons must be stopped immediately by Airport Operations.

Ramp Service vehicles must take up position, in consultation with the Airport Duty Manager, so that a kind of cordon line can be placed and monitored.

Corporate Security in addition secures other danger points such as the service roads in the vicinity of the buildings.

In the event of clearance, trained employees (self-help teams, evacuation helpers) assist the passengers, customers, visitors etc., especially persons with limited mobility, when leaving the clearance area and direct them to safe collection areas (assembly points).

The Airport Fire Service, Corporate Security, Terminal operation, Airport Operations and the police authorities ensure the mutual provision of information and support in all clearance measures.

In any case, a Joint Operational Control must be set up.

The departments (staff) listed in brackets are primarily responsible for executing the following measures. They can upon agreement be assisted by suitable helpers.



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- Search and mark all premises, if applicable, initiate immediate rescue procedures and avert danger [Fire Service]
- Cordon off the affected areas of the terminal by security staff [Terminal operation, Security Service] in order to exclude any persons returning to areas of danger
- Man the assembly points with trained staff [see assembly points]
- Support at assembly points by first-aid services [Airport Medical Service, rescue services]
- Do not plan for aircraft to stand / Do not stand aircraft near buildings [Airport Operations, Airside Control Center]
- Tow aircraft away from stands near buildings if they are standing in the clearance area [Airside Control Center]
- Inform bus drivers not to let arriving passengers disembark in areas of danger [Airport Operations, Ground Handling]
- Inform Air Traffic Control and, if necessary, assess impact on flight operations and determine appropriate measures - e.g. taxiing procedures, closures modified at short notice [Airport Operations, Apron Control]
- Initiate traffic management measures landside such as access options, diversions etc. [regional police, federal police]

## Instruction and training

Instruction in local procedures to clear resp. evacuate terminals takes place in the context of fire protection instruction resp. annual security training sessions of the individual departments. This affects the following:

- staff who are continuously in the building for their work, especially in the terminals
- staff of tenants, lessees, airlines, police, customs, airport staff taking over specific functions

## Assembly points

Assembly points must, if required, be set up quickly and identified. For this reason, assembly points were predetermined. A list of the determined assembly points is given in the Annex (Section: Maps and Site Plans).

The assembly stations landside of the terminals are managed by a Terminal operation employee. The assembly stations on the aprons are managed by an Ramp Service employee.

## Technical equipment at the assembly points

Accessory boxes are in place at the assembly points. They contain:

- function identification waistcoats [Head of Assembly Point]
- checklists for the function Head of Assembly Point
- whistle
- cordon tape

The Airport Fire Service annually inspects for completeness and correct functioning.



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## **Resumption of operations at cleared areas**

When resuming operations at cleared areas, it should be ensured that employees and necessary staff are first admitted in particular to the critical parts of the security restricted area. This is the only way to ensure that customers and passengers are directed and controlled without delay.

Part of the FMG aerodrome manual

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## Emergency Management

### Emergency Management:

Emergency Management within the meaning of this Emergency Plan is the systematic approach in dealing with emergencies. To do so, it is necessary to establish organizational structures from the regular organization, which allow a rapid response to the emergency. For this purpose coordination has been made in advance- see Annex Operational Control. The decision about which departments or organizations are to be included in Emergency Management must be decided by the situation.

The main task of the Emergency Management is to avert hazards with the protection of

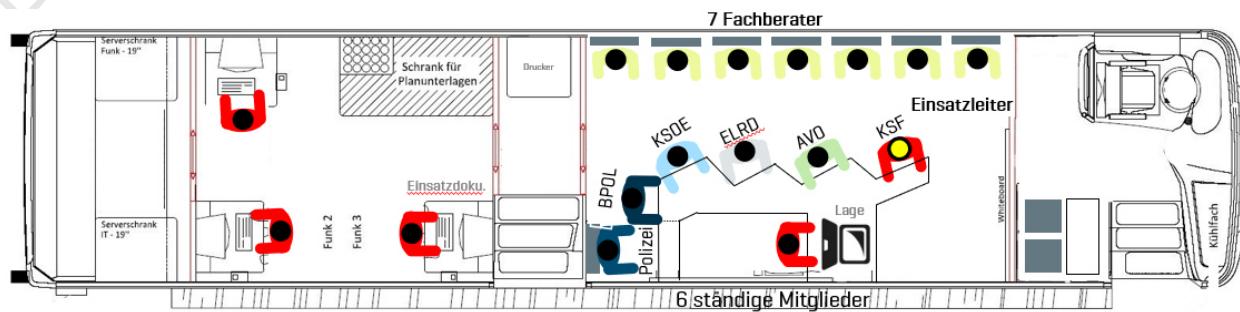
- the life, limb and health of people at the airport and in the immediate vicinity
- the environment
- the material assets and
- all basic resources for airport operations.

The Airport Fire Brigade's command vehicle [ELW2] is available as a resource to form a joint command and control unit.

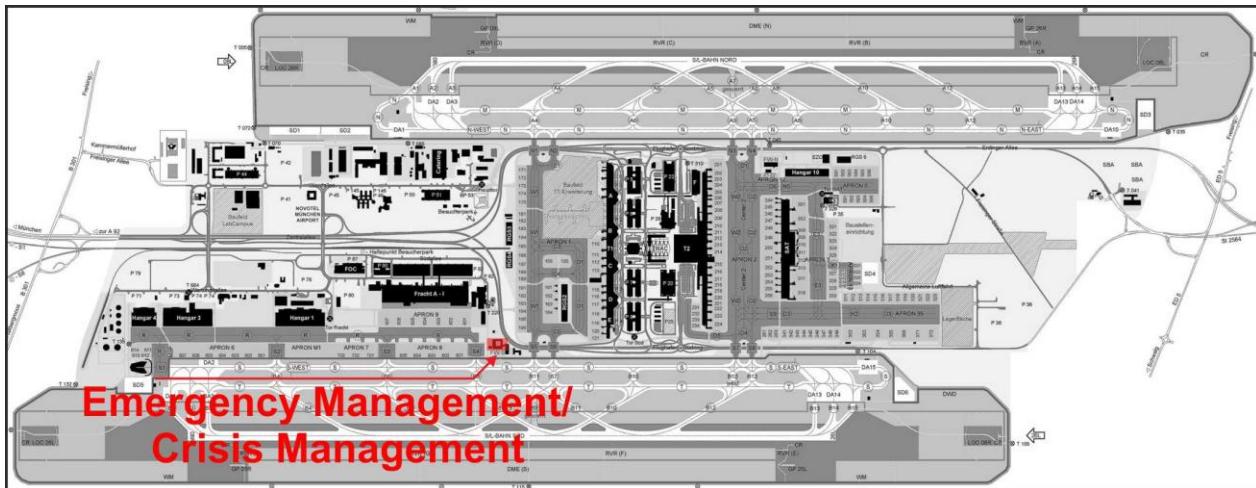


The ELW2 offers space for joint coordination, possibilities to prepare a situation report and provides means of communication.

#### Seating arrangement ELW2



In order to cope with the situation, the emergency management can additionally rely on the premises of the crisis management unit in the fire station south.



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## Crisis Management / Crisis Unit:

The crisis unit is not a permanent institution. Depending on the event, it is convened for a limited period of time if there is an immediate or temporary situation. It is used when there is an increased need for coordination, when jurisdictional boundaries are exceeded, when the amount of information is very large, and expertise must be compiled quickly and efficiently as a basis for decision-making. This is particularly the case in complex and dynamic situations, such as:

- Major emergencies
- In the event of announced or present threats to order and security at Munich Airport
- In the event of (imminent) prolonged loss (>1h) of airport operations
- For events for which no specific action plans are available

When Flughafen München GmbH's crisis unit is deployed, its objective is to act on behalf of the management to avert or mitigate hazards and damage to people and the environment as well as far-reaching damage to assets and the reputation of Munich Airport as a business location.

### The fundamental objectives of Munich Airport's Crisis Unit are:

- Support of Emergency Management,
- Relief of the Operating Units
- Ensuring communication with all relevant stakeholders (internal and external) and
- Ensuring communication with all relevant stakeholders (internal and external) and the
- Maintenance of operation or strategic return to normal operation

Here the Crisis Unit orients itself on the Heavy-Irreg guidelines. This guideline supports the Crisis Unit in coping with the situation by proposing or recommending measures that have been prepared and agreed with the process partners in order to maintain control as far as possible in a heavy irreg situation, to limit potential damage and to be able to resume regular operation, at least in part, as early as possible.

The Heavy-Irreg guideline is not part of the emergency plan and is available exclusively to the crisis team members. It is sent to the crisis team members by the Crisis Management & Hazard Prevention organizational unit (KSRK).

### Composition and structure of the crisis unit:

The Crisis Unit shall be headed by a crisis manager. The FMG management level is represented on the core crisis unit and extended crisis unit. The working ability of the crisis unit ensures an assistance team; the departments can use additional support staff.

For specific occasions expert advisors can be called in addition.

Depending on the situation, the Crisis Unit will also be supplemented by

- liaison officers of public authorities
- liaison persons of the airlines concerned

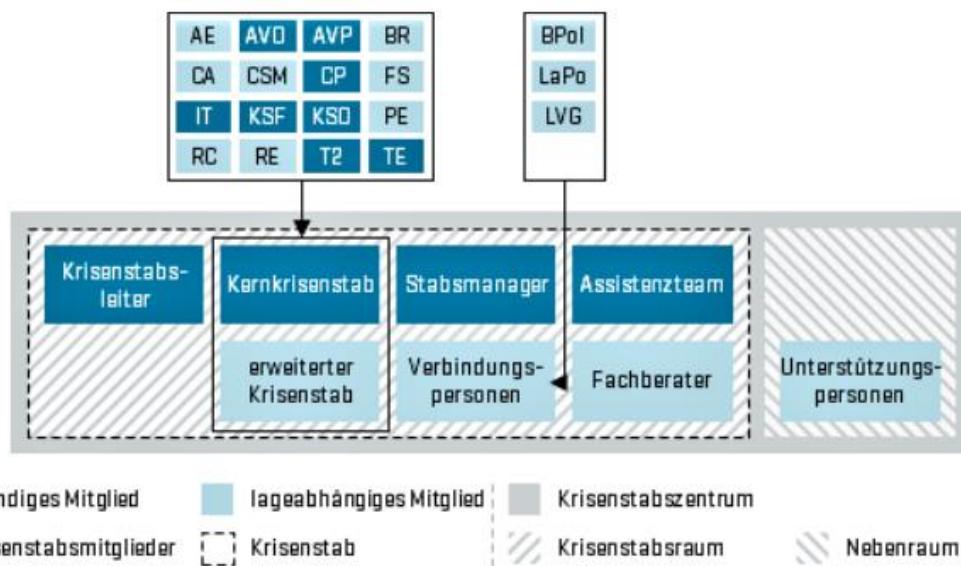
In order to ensure comprehensive and orderly communication, the crisis unit also sends situation-related liaison officers to the police authorities and in other units, e.g. of an airline.

Interfaces to other organizations are always the known contact persons of the above-mentioned divisions. For example:

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- Airport Operations for airlines [AVO]
- Corporate Security for Security - and Police – Authority [KSO]
- External aid organisations and rescue services are integrated via the airport fire brigade [KSF].

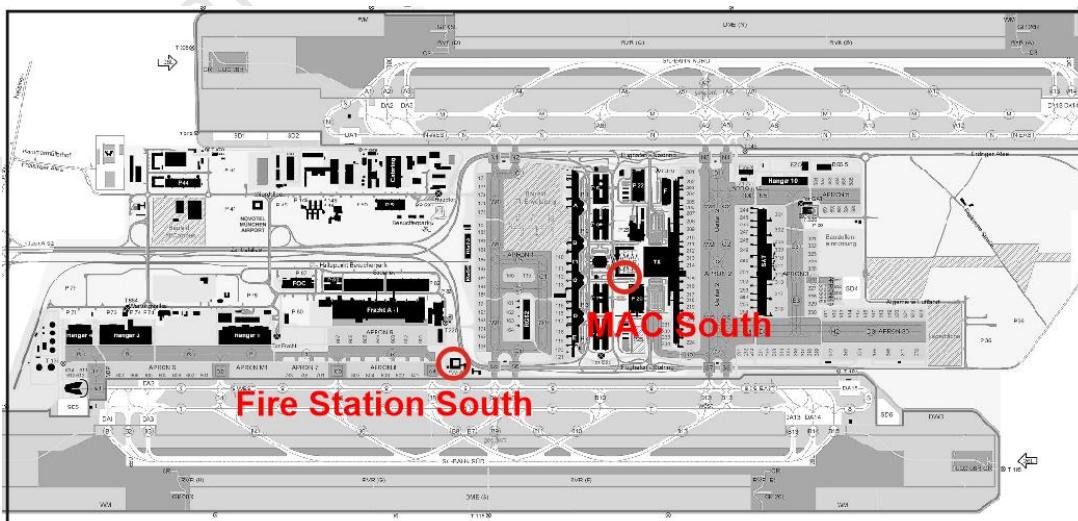
In principle, no telephone number of the Crisis Unit will be made public.



#### Location of the Crisis Units

Two crisis management rooms are available for the Crisis Unit at Munich Airport. The main crisis management room is located in the South Fire Station [Geb.-Nr. 129.20, G2 Room 208] within the security area.

In the event of an alarm, this room must always first be manned by Crisis Unit Members. Another crisis management room is located in the south wing of the Munich Airport Center [MAC; Geb.-Nr. 114.04, E05, Room 5571] in the public area. This room can be used if the Crisis Unit has to be close to the terminals due to the situation.



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## Blackout

A blackout is an uncontrolled and unpredictable supra-regional collapse of the power grid in which the emergency systems of the generators and grid operators also fail. Such an event can have an impact on Munich Airport and can occur suddenly and without prior notice, meaning that the established alerting and emergency processes can no longer or only partially take effect. Ensuring communication and the formation of an incident command/crisis management team to deal with the situation have the highest priority in order to maintain the ability of the emergency and crisis management bodies to act as effectively as possible. To this end, the "Blackout basic concept" and the "Blackout radio plan" must be activated immediately after a blackout occurs. Emergency and crisis management concepts that go beyond the formation of an incident command/crisis management team are not described. Existing concepts remain unaffected.

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**»Blackout« basic concept**  
Communication and establishment of a command post

**1 OCCURRENCE OF A BLACKOUT**  
A Blackout is an uncontrolled and unpredictable supra-regional collapse of power supply systems including all backup systems of electricity producers and network providers. The TE control center is the first to be informed of an occurred blackout. From this point, this basic concept for communication and establishment of a command post comes into effect. The TE control center informs the Airport Duty Management immediately about the occurrence of the blackout.

**2 TRIGGER C1-ALARM AND ACTIVATION OF THE »BLACKOUT RADIO PLAN«**  
The Airport Duty Management triggers C1-Alarm via Alarmstern to inform all affiliated departments and external participants, and activates then the »Blackout radio plan« for the regulation of flight operation. The Alarmstern is expected to be available for at least 45 minutes after the occurrence of a blackout.

**3 INFORMING THE CRISIS UNIT/MANAGEMENT LEVEL**  
**Operational departments**  
All departments which are represented in the crisis unit have to inform their respective members of the crisis unit immediately after the occurrence of a blackout. Depending on the day of the week and time of day, personal communication at the airport or information via telephone or mobile phone may be considered.  
**Crisis unit**  
If possible, a crisis unit alarm shall be triggered via EVALARM by the members of the crisis unit. If there is no possibility to trigger an alarm or use other communication devices (telephone, mobile phone), all members of the crisis unit who are able to come to the airport, make their way to the command post at the South Fire Station. The further proceeding will be discussed on-site.

**4 ESTABLISHMENT OF A COMMAND POST BY OPERATIONAL DEPARTMENTS**  
All departments and external participants connected to the Alarmstern are establishing a common command post at the South Fire Station.

**5 TAKEOVER OF THE COMMAND POST BY THE CRISIS UNIT**  
Upon arrival the informed members of the crisis unit replace the operational representatives and take over the staff work for their respective department. If a department is not represented by a member of the crisis unit, the operational representative of this department proceeds with the staff work.

If means of communication are no longer available sufficiently, the transfer of information and orders between command post/crisis unit and operational departments must be carried out by messengers.

**! In addition to the FMG-departments represented in the FMG crisis unit, the following external authorities and organizations are also referred to as »departments« which should individually organize and ensure their participation in the command post by operational representatives or the management level: AOC, BPol, DFS, LaPo, LH, ROB-LAS, Customs.**

version 1.3, 22 September 2023

Please note the »Blackout radio plan«

Publisher: KSC

## Funkplan »Blackout«

zur unmittelbaren Abstimmung von Maßnahmen zur Regulierung des Flugbetriebs

Bei einem eingetretenen Blackout hat die Umsetzung des »Grundlagenkonzepts »Blackout«« zur Einsatzaufnahme und Kommunikation oberste Priorität. Die Bildung einer Einsatzleitung/ eines Krisenstabs ist die zwingende Voraussetzung zur erfolgreichen und gemeinsamen Lagebewältigung unter allen mitwirkenden Fachbereichen und Prozesspartnern. Es kann erforderlich sein, dass bis zur Bildung der Einsatzleitung bereits Abstimmungsbedarf zur Regulierung des Flugbetriebs unter ausgewählten Maßnahmenträgern besteht. Für diesen Zweck ist die Bündelfunk-Rufgruppe »Luftverkehr« zu nutzen, in der sich die definierten Maßnahmenträger unverzüglich und unmittelbar abstimmen können.

! In der Bündelfunk-Rufgruppe »Luftverkehr« sind nur Maßnahmenträger organisiert, die unmittelbar für die Regulierung des Flugbetriebs zuständig oder davon betroffen sind. Sie dient ausschließlich dem Zweck der Regulierung des Flugbetriebs und nur solange, bis eine Einsatzleitung/ein Krisenstab gebildet wurde. Zur Abstimmung weiterer den Blackout betreffenden Maßnahmen darf die Rufgruppe nicht genutzt werden, um die nicht angeschlossenen Maßnahmenträger von der Lagebewältigung nicht auszuschließen. Die Lagebewältigung ist zentral durch die Einsatzleitung/den Krisenstab zu steuern und zu organisieren (► Grundlagenkonzept »Blackout«).

## Aktivierung Funkplan, Gesprächsleitung, Rufnamen und Sprechfunkregeln

## AKTIVIERUNG FUNKPLAN »BLACKOUT«

Der Funkplan »Blackout« wird durch die Verkehrsleitung im Zuge der Auslösung des C1-Alarms bei Eintritt eines Blackouts (► Grundlagenkonzept »Blackout«) aktiviert. Alle Rufgruppenmitglieder werden dabei aufgefordert, unverzüglich die Rufgruppe »Luftverkehr« in den Bündelfunkergeräten zu aktivieren und Gesprächs-/ Hörbereitschaft herzustellen.

## GESPRÄCHSLEITUNG

Die Gesprächsleitung übernimmt AVO (ADM der Verkehrsleitung).

## RUFNAMEN

Die Rufgruppenmitglieder verwenden in der Rufgruppe den Klarnamen ihrer Organisation als Rufname (siehe Tabelle unten).

## REGELN IM SPRECHFUNKVERKEHR

Wahrung der Funk- und Gesprächsdisziplin durch alle Rufgruppenmitglieder.

## Maßnahmen bei Aktivierung des Funkplans »Blackout«

1

## INBETRIEBNAHME FUNKGERÄT UND AUSWAHL RUFGRUPPE

Nehmen Sie nach Aktivierung des Funkplans »Blackout« unverzüglich Ihr Bündelfunkgerät in Betrieb und aktivieren Sie die Rufgruppe »Luftverkehr«.

2

## ANMELDUNG IN DER RUFGRUPPE

Melden Sie sich in der Rufgruppe unter Nennung Ihres Rufnamens [siehe Tabelle unten] bei der Gesprächsleitung an. Teilnahme am Gespräch nach Bedarf.

!

## ANRUF EINER GEGENSTELLE

[Rufname der Gegenstelle] »von« [eigener Rufname] »kommen«

## 3-W-REGEL IM SPRECHFUNKVERKEHR

Beachtung der folgenden Leitfragen: Wer bin ich? Wo bin ich? Was will ich?

Rufgruppenmitglieder	FMG-Teilnehmer und -Rufnamen	Teilnahme
Energiewirtschaft (TEW)		
Gebäudemanagement (TEG)		
IT		
Leitstelle Feuerwehr (KSFAL)		
Leitstelle Konzernsicherheit (KSOE)		
Terminal-2-Gesellschaft (T2)		
Terminalbetrieb (AVOT)		
Verkehrsleitung (AVOVL) <b>Gesprächsleitung</b>		
Verkehrszentrale (AVOZV)		
Vorfeldkontrollstelle 1 (AVOK)		

FMG-Teilnehmer und -Rufnamen	Teilnahme
Vorfeldkontrollstelle 2 (AVOK)	

externe Teilnehmer und Rufnamen	Teilnahme
Bayerische Polizei	
Bayer. Staatsministerium für Wohnen, Bau und Verkehr	
Bundespolizei	
Deutsche Flugsicherung	
Deutsche Lufthansa	
Hauptzollamt	
Regierung von Oberbayern (Luftamt Süd)	
Sicherheitsgesellschaft am Flughafen München	

Part of the FMG



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## Public Relations Work in the event of an Alarm Alert

The aim of any emergency communication is the rapid publication of credible information which is as accurate as possible in order to demonstrate that the response to the given situation is professional and appropriate. Clear and uniform "emergency communication" with the establishment of and compliance with uniform language arrangements is the common aim of all parties involved. Representatives of Corporate Communications are therefore part of the crisis team.

### Media work in emergencies

All contacts of FMG and its affiliated companies with media representatives are in principle always conducted via the Press Department. This also applies to communication in relation to incidents pursuant to the Emergency Plan. In the case of enquiries relating to this, they are always referred to the Press Department of Flughafen München GmbH.

At Flughafen München GmbH, members of the management and press spokespersons are authorized to disclose information to **media representatives of CPP**. This applies to all topics relating to the company, its employees or procedures. It applies to written and verbal information.

Information in relation to alarm events or damaging events, where public interest is to be expected, is communicated to the FMG Press Department depending on the situation by Airport Operations or Corporate Security or communicated via the Evalarm app.

In the event of an incident, the Press Department assumes coordination between the organizations, authorities and the company at the level of the press spokespersons.

### Note:

In particular, there is very close coordination with the "press spokesperson on duty" of the responsible police authority or other authorities and, if necessary, with the press spokespersons of the airlines concerned.

**He or she** takes over or supports the media preparation of topics, the content and tone of press releases as well as the conception and implementation of press events.

**Corporate Communications (CP)** uses a crisis communication plan to ensure that the various channels responsible, such as the internet/intranet or social media team, are informed and involved.

### Availability of the Press Department at Munich Airport:

The Press Department ensures a daily availability via an on-call service 24 hours a day. An updated list is available in the relevant departments of Airport Operations.

In the case of certain events, these can also be referred directly to the authority, airline or other company after consultation with the Press Department.

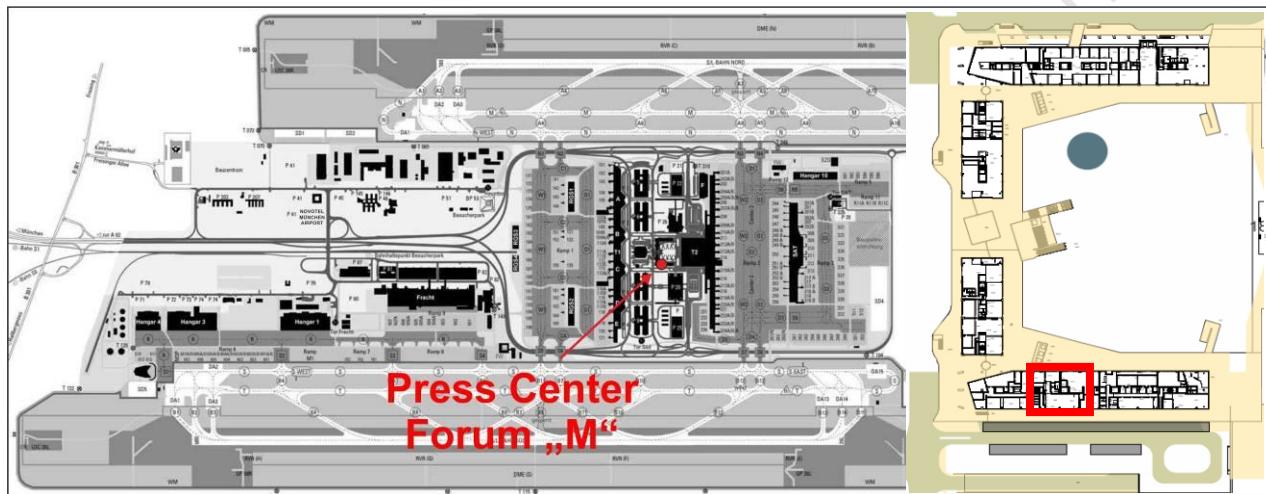
**Confidential!****Press Center „Forum M“**

Flughafen München GmbH maintains its own Press Center as central contact point for journalists and media representatives.

Joint use as press office "on site" by FMG and police/airlines/DFS or others is possible.

To meet the public's need for information via public media and to counteract the uncontrolled procurement of information by journalists, agencies and editorial offices are officially informed, if necessary.

The "M Forum" Press Center is located in MAC, Level 04, Gallery South Wing

**"Social Media" and Dark Site**

In "case of an event", the social media Twitter and Facebook are used by Munich Airport:

- [https://twitter.com/MUC\\_Airport](https://twitter.com/MUC_Airport)
- <http://www.facebook.com/flughafenmuenchen>

Apart from quick, up-to-date information, counteracting the spread of misreporting and rumors is a main responsibility of the Social Media team.

The rapid and uniform transmission of information from all involved and affected organizations, authorities and airlines is sought through the speed of social media. In doing so, close consultation between all parties involved is imperative.

To ensure a basic supply of information, Flughafen München GmbH's website ([www.munich-airport.de](http://www.munich-airport.de)) can be adapted accordingly by Corporate Communications to point out the most important information about the damage case.



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**The following applies to all:**

- Information about affected persons is provided exclusively by the police, competent authority resp. the airline
- The competent authorities alone provide information on the details of ongoing investigations e.g. causes of accident, amount of damage ...
- This applies to details which are still the object of the ongoing handling of alarms
- Only agreed and cleared press releases and reports are disseminated on social media by authorized employees of the organizations, authorities, companies and airlines
- All information must be mutually agreed with and continually updated

**The following applies in any case to employees and emergency teams:**

- Do not distribute photos, videos of the accident site or affected persons in social media or other media or persons, protection of the personal rights of those affected!
- No own dissemination of information on "social media"!
- No interviews or disclosure of information to journalists!
- Experience shows that journalists frequently proceed in an unconventional way in procuring information and try to get information from employees. To ensure that corporate communication is uniform and always up-to-date, enquiries must, therefore, always be referred to the Press Department or the competent authorities!
- No participation in speculation or spreading of rumors!

Part of the FMG emergency manual

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## Recovery of Disabled Aircraft

The principles of removing disabled aircraft are laid down in Part 5 of the ICAO Airport Services Manual. In addition, the "Recovery of Aircraft Manual" applies. An airport recovery officer, who regulates the interests of the airport with the recovery officer of the aircraft operator, is appointed to remove the aircraft.

### Responsibilities - Aircraft operator / owner

The aircraft operator resp. owner is responsible for the recovery of the damaged or disabled aircraft and appoints a responsible officer.

This officer designated to coordinate the recovery

- has full responsibility for the recovery;
- has a recovery plan and technical data about the aircraft;
- coordinates with the aerodrome operator's officer designated to coordinate the recovery;
- makes all relevant contacts; and
- notifies the name of the party, to whom he/she assigns the recovery.

The aircraft operator can, if necessary, have recourse to the recovery equipment of the aerodrome operator. Providing this equipment requires the conclusion of a written contract which stipulates the use of the equipment including the supply of staff and the payment to be made.

### Responsibilities - Aerodrome operator

The aerodrome operator assumes responsibility for providing and handling its own recovery equipment. Furthermore, the aerodrome operator's staff used for the recovery is suitably trained and qualified.

If the aircraft operator / owner fails to discharge its duty to recover the aircraft or fails to do so within an appropriate period, the aerodrome operator will, in the context of its obligation to operate, work towards a quick recovery of the aircraft. If flight operations are obstructed, the aerodrome operator can also arrange or carry out the recovery itself if the aircraft operator is not in a position to do so.

In the case of small recovery operations, the Airport Duty Manager can, in consultation with the airport's appointed Operations Manager, sign the recovery order resp. contract which the Airport Fire Service provides. The Airport Fire Service will then work with its resources and execute the recovery plan.

### Stages of aircraft recovery - Investigating the situation

Investigating the situation comprises all measures which can be completed before the aircraft is actually recovered e.g.

- drafting a recovery plan
- providing internal recovery equipment
- checking availability of external recovery equipment
- preparing the recovery contract with the aircraft owner



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- obtaining release for the recovery from the German Federal Bureau of Aircraft Accident Investigation

## Stages of aircraft recovery - Recovery

In connection with the actual recovery, the main task is to align the aircraft horizontally and lift it. In doing so, an unintentional shift in the center of gravity should be avoided. This can be done by means of lifting bags, cranes, winches and other lifting devices. After lifting, the aircraft will be towed or transported to the agreed location.

## Stages of aircraft recovery - Follow-up

Each of the stages listed above must be documented in detail for further investigations.

If possible, photos should be taken and sketches and plans made.

In addition, risk assessments, calculations, technical documents and records of the agreement of the persons involved must be kept.

Damages caused during recovery [e.g. damages to the aircraft, damages to navigational aids or to airport infrastructure] must be recorded in detail by Corporate Security.

The aircraft operator is responsible for repairs to the aircraft while surface adjustments are undertaken by the aerodrome operator.

## Recovery equipment

Recovery of aircraft up to Class C is possible with the recovery equipment available at Munich Airport. Recovery equipment at Frankfurt and Stuttgart Airports can be accessed, if necessary, for the recovery of larger aircraft.

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## Accident Investigation and Preservation of Evidence

Accident investigation and preservation of evidence by departments at Flughafen München GmbH in the case of damaging events relates to the responsibilities of the respective departments. If responsibility for accident investigation and the preservation of evidence lies with authorities, the responsibility of the FMG departments is primarily to preserve perishable evidence and assist the respective authority.

The recording of accidents and preservation of evidence connected with air traffic and the handling process as well as in the case of accidents and damaging events in FMG's area of responsibility is carried out internally at FMG.

### German Federal Bureau of Aircraft Accident Investigation

The German Federal Bureau of Aircraft Accident Investigation is in principle responsible for investigating accidents and incidents with civil domestic and foreign aircraft on the territory of the Federal Republic of Germany.

The decision as to whether an investigator of the German Federal Bureau of Aircraft Accident Investigation comes to the incident site from Braunschweig is taken exclusively by the German Federal Bureau of Aircraft Accident Investigation in Braunschweig after consultation by telephone with the on-site airport representative of the German Federal Bureau of Aircraft Accident Investigation.

### Aviation authority / Airport representatives of the German Federal Bureau of Aircraft Accident Investigation

Representatives of the aviation authority resp. the airport representatives of the German Federal Bureau of Aircraft Accident Investigation upon request preserve the perishable traces at the accident site in the case of incidents relating to aircraft and document all relevant facts in an incident report.

### Regional police

The regional police is responsible in principle for all accidents at Munich Airport. For accidents on the landside always and for accidents in the security restricted area always when personal injury as well as damage to property has occurred. It is not significant here whether it is an aircraft accident or other accident (as a rule operational accident).

In all cases involving personal injury, the regional police must, therefore, always and without exception be informed.

After fire incidents where negligence resp. intent/sabotage cannot be excluded by the Airport Fire Service, the regional police must also be consulted. The causes of fire are further investigated and evidence preserved within the responsibility of the authorities involved.

### Corporate Security

Corporate Security is responsible for recording accidents and damage when damaging events occur with the involvement of employees.



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## Preservation of traces and evidence

In the case of aviation accidents, the specific task is to preserve perishable traces until the arrival of the representative of the German Federal Bureau of Aircraft Accident Investigation authorized to carry out the preliminary investigation.

At a site of damage, it is important to ensure that the position of any parts laying around is not changed or they are not removed, except if this occurs while rescuing and extinguishing or clearing an immediate danger zone. They must be catalogued, photographed and measured.

All activities on site involving a change of position must be reported to Operational Control for documentation and indication of the position. The traces caused by the aircraft involved in the accident from the first moment it makes contact with the ground to its final resting place must be marked, parts which have fallen off located and photographed.

A helicopter of the police helicopter squadron can be requested from the police for the purposes of documentation and the preservation of evidence. The investigating authorities arriving at the accident site must be informed of measures already taken or initiated. Material preserved must be handed over to the investigating authorities.



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## Hazardous Substances and Goods

If any package or container appears to be damaged or leaking or liquid appears to be pouring out, the Airport Fire Service must be notified immediately [089 975 112] indicating the following:

- precise location of damage
- shipping name
- UN or ID No and
- whether any persons have been in contact with the hazardous goods

- Danger zones must be vacated immediately and cordoned off until the Airport Fire Service arrives. Any work in the affected zone must be suspended.
- First aid must be given to injured persons outside the danger zone with due regard for self-protection.
- The initial treatment of persons who have come into contact with hazardous substances is provided by the Airport Medical Service resp. Airport Fire Service.
- Further medical treatment is initiated by the public rescue service.
- Persons who have been / could have been in contact with hazardous substances resp. contents of a damaged package affixed with warning stickers should remain at the incident site and kept separated to prevent any further spread of hazardous substances.
- If necessary, the Fire Service resp. rescue service will implement decontamination measures at the incident site.
- It is agreed that any person who came into contact with hazardous substances, even if there was no recognizable risk of contamination, incorporation or radiation exposure to be expected, can as a precautionary measure be presented on request to a medical specialist.

### Responsibilities / Competences

The Airport Fire Service is deployed if there are consequences in relation to hazardous substances and goods for the lives and health of persons, danger to property and the environment in the storage, transport, cargo / passenger handling or other damaging events.

To avert danger that can arise from the transport, storage or handling of hazardous substances and goods, the Airport Fire Service has selected measuring instruments, protective equipment, pumps, containment and sealing material and decontamination materials. A hazardous substances database also exists for rapid information and other in-depth specialist information.

### Radiation protection officer

The radiation protection officer performs the duties assigned by the authorized radiation protection representative. The radiation protection officer must notify the trade supervisory authority as supervisory authority immediately of the occurrence of an accident, incident or other safety-related major event in connection with radioactive material. The telephone number of the competent trade supervisory authority is available at the Command Center of the Airport Fire Service.



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## Unattended Items

Unattended items are as a rule unclaimed items of baggage or other items which cannot be attributed to any person. This applies both in the terminals and in other buildings, in the security-restricted area and on the landside of the airport and in the area of the S-Bahn suburban railway facilities and PTS.

All indications, which point to an unclaimed item of baggage must be conveyed without exception immediately to the Operational Headquarters of Corporate Security. Corporate Security notifies the competent police authority and Airport Operations, Terminal operation and the Airport Fire Service immediately.

### Operational control lies with the competent police.

Unless there are no other indications of danger, measures are in principle initially implemented by Corporate Security in the interest of a moderate approach in the following order:

- determination of the obvious nature of the item without physical contact (e.g. identifiable garbage, clearly empty containers)
- allocation of the item by asking persons in the immediate vicinity
- Identification of the owner by checking the item without physical contact e.g. by means of address labels, baggage labels etc.

Assessment of the danger is solely the responsibility of the police. All measures in the affected area must be coordinated with the police. The police can assess items of baggage / items as safe.

### Police

- notifies the Corporate Security Control Center about items which are relevant to the police
- areas cordoned off at the order of the police in the area where the item is detected must be complied with and, if appropriate, cleared

### Corporate Security

- If applicable, assistance in cordoning off / clearing the affected areas

### Terminal operation

- Paging of owner via EPA - if appropriate, after consultation with the police, paging is to be requested from Central Announcement
- If applicable, assistance in cordoning off / clearing affected areas
- Assistance in passenger flow control

### Airport Fire Service

- Provision of fire protection on request

The police must report the end of the operation to the Corporate Security Operation Center, which will inform all internal FMG departments. The item remains in the custody of the police until the facts are fully clarified.



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## Drones

The flying of model aircraft and unmanned aerial vehicles inside the airport site and within the control zone is prohibited.

If model aircraft or unmanned aerial vehicles are sighted within the above-mentioned restricted area, the competent police authorities must be notified immediately by telephone on 089 - 9791012 or FMG Corporate Security on 089 - 975 63110. The police authorities resp. FMG Corporate Security notify all relevant interest groups through internal procedures.

Criminal proceedings are initiated by the competent police authorities.



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## Veterinary Services

The border inspection post at Munich Airport is responsible for inspecting the commercial import and transit of live animals and goods of animal origin. This also applies to live animals and goods of animal origin in tourist traffic that are imported for exclusively private purposes. In addition, live animals must be checked when exported to third countries.

The veterinary border inspection post is integrated into the Bavarian Food Safety and Veterinary Control Authority (KBLV). It is responsible for the enforcement of the relevant health and veterinary regulations for the import and entry of live animals and goods of animal origin in the entire area of Munich Airport. This includes the enforcement of animal disease and food law as well as animal welfare law in the aforementioned cases. The veterinary border inspection post at Munich Airport works closely with the veterinary office of the Erding District Office in the aforementioned areas of law due to its own responsibilities in relation to the airport.

In the event of incidents and, in particular, emergencies involving aircraft or other incidents involving animals or goods of animal origin from third countries, a representative of the border inspection post must be called in. In addition to office opening hours [Mon-Fri 8:00-16:30], the border inspection post can also be reached via an on-call service [Mon-Fri from 6:00-8:00 and 16:30-24:00]. The veterinarian on duty can be contacted during the on-call service either via the traffic supervisor or via the on-call telephone number 09221-4070-333. A vet will be on site within one hour.



## Conduct in the Event of Life-Threatening Acts of Violence

### Starting point

Acts of running amok, terror attacks or other acts of violence are life-threatening attacks which can affect people without warning, in any place, at any time and involve all criminal practices.

All persons in the immediate vicinity of such perpetrators are specifically endangered.

Perpetrators commit their attacks with the aim of causing the highest number of casualties and a profound insecurity among the population in daily life.

Where crowds of people are affected, the danger is additionally increased as a result of panic reactions.

### Problem

In an extreme, life-threatening situation such as an explosion, fire or act of violence, most people react instinctively.

In case of an emergency, therefore, only people who have already been previously prepared for such situations can provide assistance to people. As a result, they can act rationally and are familiar with local conditions.

### Objective

Life-threatening acts of violence as described above do not allow any detailed recommendations for action with absolute certainty because of their individual and dynamic sequence of events.

In all life-threatening situations, it is imperative not to put yourself and persons in your immediate vicinity additionally in danger of life. Danger areas must, therefore, be evacuated as fast and as orderly as possible. If it is possible to escape, safe rooms and cover should be found.

The following recommendations on how to conduct yourself are not standard recommendations for all situations but can contribute to your safety in the event of an armed attack.

- **escape**
- **hide**
- **notify the police.**

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If orderly procedures are defined, this will reduce panic and uncontrolled behaviour and is likely to minimise the probability of endangering yourself and others. The objective should, therefore, be:

- prepare yourself mentally for potential scenarios;
- familiarise yourself exactly with your own areas in terms of possibilities to escape and hide and, as applicable, prepare yourself for this;
- determine the internal duties of each employee in case of emergency; and
- practice procedures repeatedly.

#### Recommendations for action for employees

##### Help people escape from the immediate danger area

- Warn people present
- Specify incidents and places where they have occurred (if possible)
- Help other people to escape
- Open up all the available escape routes
- Point out escape routes
- Ensure that people stay as far as possible away from the danger zone



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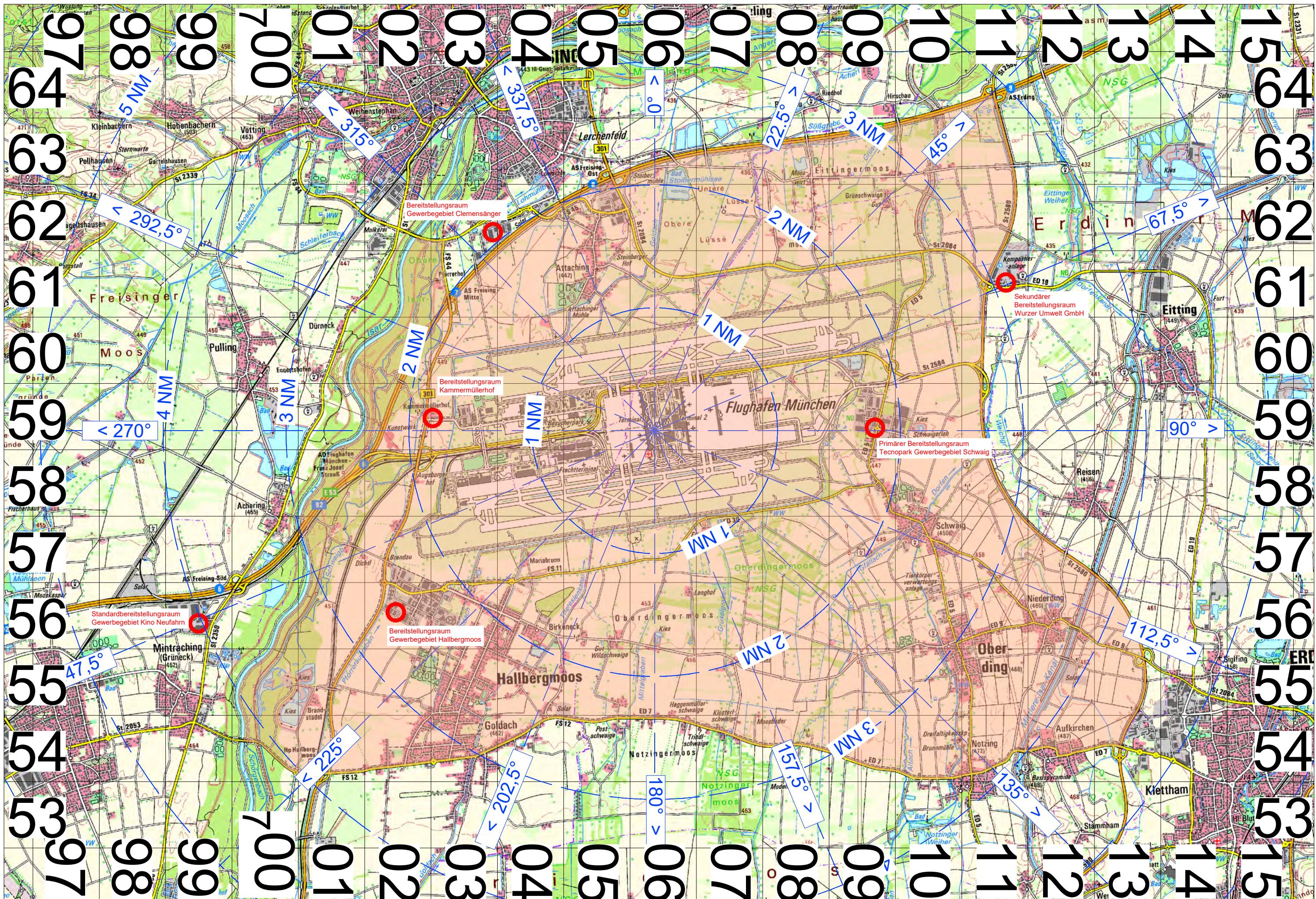
## Help people to hide

- Open up suitable rooms/parts of the building
- Guide people into these rooms
- Block off the rooms and barricade yourself in
- Point out suitable possibilities to take cover [e.g. thick walls/balustrades/columns]
- Tell people to stay calm, above all to turn off ring tones and vibration on their mobiles
- Stay away and make sure others stay away from windows and doors
- Lay on the floor
- If possible, turn off the light and sound on devices
- Use hiding places

## Notify the police - as soon as you are safe

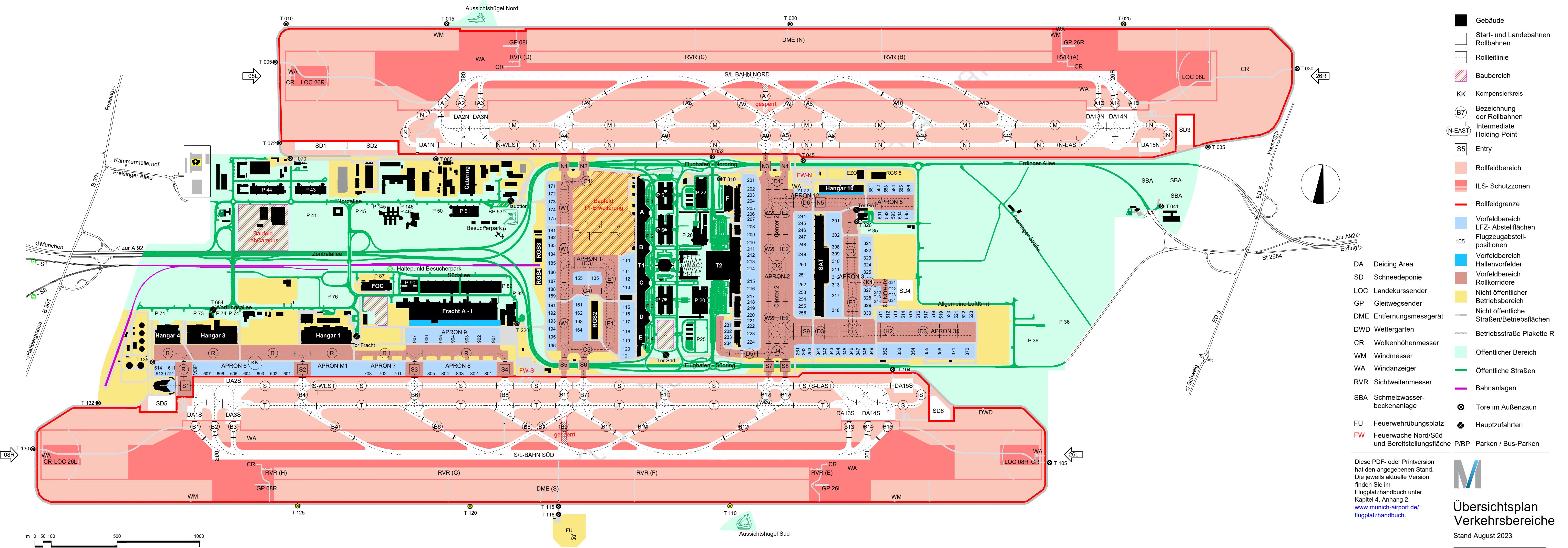
- Call the emergency services on 110
- Tell them your name, location and situation
- Stay in contact with the police and follow their instructions
- Turn your telephone on silent mode [turn off ring tone and vibration]
- Make yourself known to the police as contact partner/responsible person
- Approach police forces slowly and avoid hectic movement
- When you are in contact with the police, put your hands above your head

# / Maps



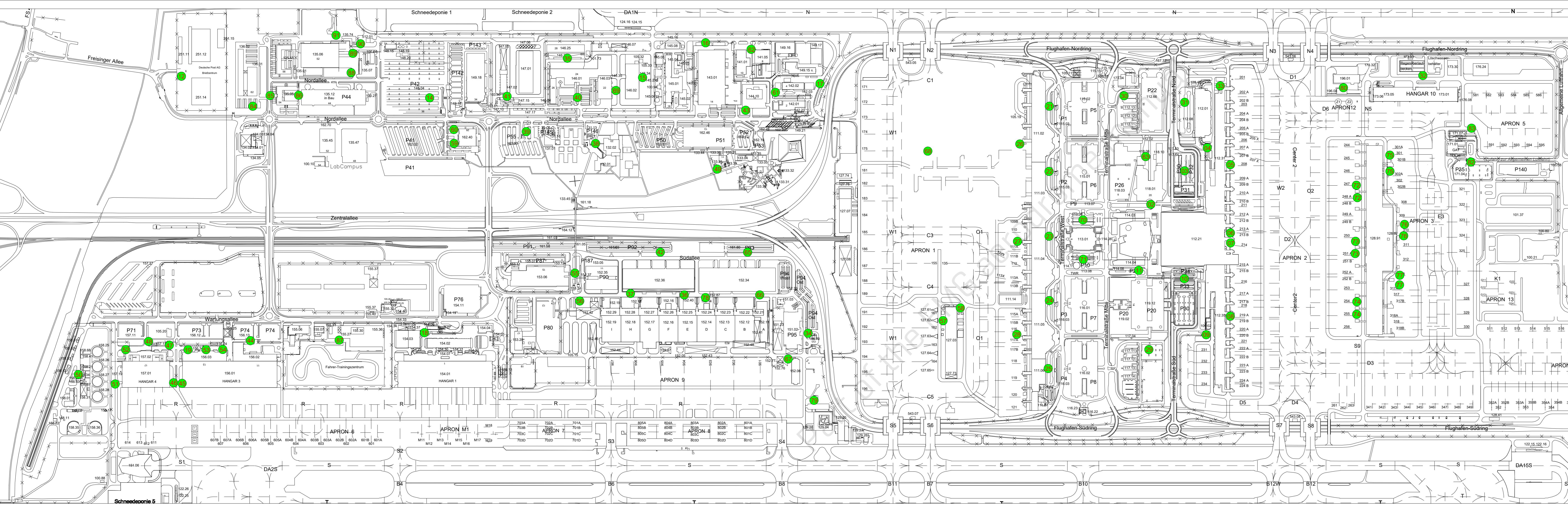
Änderung	Verfasser	Datum	Index	Plannummer	Verfasser	Datum	gezeichnet	Haase	Zone/Bauwerk	Rasterkarte (Gridmap) Notfallplan (kompakt)	Verfasser	Format/Maßstab
				FMG-AVOR			geprüft	Henle	Ebene		FMG-AVOR	DIN A3 / 1: 50.000
					FMG-AVOR	22.03.2023	geplottet	digital	Planbezeichnung	Basis DTK 50.000 (03/2023) und UTM Raster		Registriernummer





## Wichtsplan Kursbereiche

2023



**Änderung** **Verfasser** **Datum** **Index**

100.00	00	----	9	32	--	FMG	30.11.2021	000
Zone/Bauwerk	Ebene	Sachgruppe Techn. Platz	A-Code	Phase Art	Nummer	Verfasser	Datum	Index

**Format** **A30** **Registriernummer**  
**Maßstab im Original** **1 :5553** **Farbiges Original**

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**Zone/Bauwerk** **Kernbereich**  
**Ebene** **00**  
**Planbezeichnung** **Übersicht Sammelplätze**

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**Verfasser** **Flughafen München GmbH** **gezeichnet** **FMG**  
**Postfach 231755** **geprüft** **Vorabzug**  
**85326 München** **geplottet** **FMG**

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**Lage-/Systems Skizze**

Übersichtsplan Sammelplätze (kleine Symbole)

# / Forms



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## Checkliste Medical Emergency

In order to provide optimum assistance in the case of medical emergencies on board aircraft, it is necessary to provide the rescue teams deployed with a certain amount of information.

Wherever possible, the flight desk should, therefore, be asked the following questions:

- Is the patient conscious?
- Is the patient breathing?
- Is the patient bleeding heavily?
- Does the patient have severe chest pains?
- Does the patient have a high fever?

The information received must be transmitted immediately to the Fire Service Head of Operations.

Part of the FMG aerodrome manual



# Emergency Plan

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O

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## Passenger Locator Card

PUBLIC HEALTH - PASSENGER LOCATOR CARD					
<p>Public Health Passenger Locator Card to be completed when public health authorities suspect the presence of a communicable disease. The information you provide will assist the public health authorities to manage the public health event by enabling them to trace passengers who may have been exposed to communicable disease. The information is intended to be held by the public health authorities in accordance with applicable law and to be used only for public health purposes.</p>					
<b>Flight Information</b>					
1. Airline and Flight Number		2. Date of arrival		3. Seat Number	
<input type="text"/> Airline	<input type="text"/> Flight Number	<input type="text"/> DD	<input type="text"/> MM	<input type="text"/> YYYY	<input type="text"/> Where you actually sat on the aircraft
<b>Personal Information</b>					
4. Name <input type="text"/> Family Name <input type="text"/> Given Name(s) Your Current Home Address (Including country) <input type="text"/> Street Name and Number <input type="text"/> City <input type="text"/> State/Province <input type="text"/> Country <input type="text"/> ZIP/Postal Code					
Your Contact Phone Number (Residential or Business or Mobile) <input type="text"/> Country Code <input type="text"/> Area Code <input type="text"/> Phone Number <input type="text"/> E-mail address <input type="text"/> Passport or Travel Document Number <input type="text"/> Issuing Country/Organisation					
<b>Contact Information</b>					
5. Address and phone number where you can be contacted during your stay or, if visiting many places, your cell phone and initial address <input type="text"/> Street Name and Number <input type="text"/> City <input type="text"/> State/Province <input type="text"/> Country <input type="text"/> ZIP/Postal Code <input type="text"/> Country Code <input type="text"/> Area Code <input type="text"/> Phone Number					
6. Contact information for the person who will best know where you are for the next 31 days, in case of emergency or to provide critical health information to you. Please provide the name of a personal contact or a work contact. This must NOT be you. a. Name <input type="text"/> Family Name <input type="text"/> Given Name(s) b. Telephone Number <input type="text"/> Country Code <input type="text"/> Area Code <input type="text"/> Phone Number c. Address <input type="text"/> Street Name and Number <input type="text"/> City <input type="text"/> State/Province <input type="text"/> Country <input type="text"/> ZIP/Postal Code					
7. Are you travelling with anyone else? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please provide the name of the individual(s) or group(s) <input type="text"/> <input type="text"/> <input type="text"/>					

**Briefing form**

**Confidential!**Bundespolizeidirektion  
München**Bundespolizei Flughafen München****An**

\* 01 Verkehrsleitung FMG  
Fax: 89-21406

\* 02 Einsatzzentrale Konzernbereich (KSOE)  
Fax: 89-63126

**Einsatzbesprechung anlässlich**

--

<b>Polizeiführer:</b>	
<b>Erreichbarkeit:</b>	
<b>Datum:</b>	
<b>Örtlichkeit:</b>	
<b>Zeitpunkt:</b>	

Für die Einsatzbesprechung bitte ich folgende Maßnahmenträger zu informieren:

Verkehrsleitung und weitere  
Maßnahmenträger der FMG

Luftamt Südbayern / SGM

Zoll

Luftfahrtbundesamt

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Luftverkehrsgesellschaft(en)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Sonstige Bemerkungen**

Die PI Flughafen München wurde bereits über deren Einsatzzentrale informiert.

.....

.....

.....

.....

## Checklist Threat Call

**CHECKLISTE – DROHANRUF**

Es wird empfohlen, dass alle Mitarbeiter am Flughafen in der Nähe ihres Telefons diese Checkliste zur Verfügung haben.

**Verhalten bei Drohanrufen wie Bombendrohung / Erpressung****Aufnahmeknopf drücken! [wenn vorhanden]**

- Anrufer aufmerksam zuhören, nicht unterbrechen
- Verlangt der Anrufer eine bestimmte Person zu sprechen, Anruf weiterleiten
- Verlangt der Anrufer keine bestimmte Person zu sprechen bzw. Person ist nicht verfügbar, W-Fragen stellen [was? wann? wo? wie? wer? warum? wozu?]
- So viele Informationen wie möglich sammeln
- Widerworte oder „nein“ vermeiden
- Genaue Uhrzeit und Inhalte des Gesprächs notieren!

**Nachfragen im Falle einer Bombendrohung:**

- Ich habe Sie nicht verstanden, können Sie bitte wiederholen?  
*I haven't understood you, could you please repeat?*
- Wann wird die Bombe explodieren?  
*When will the bomb explode?*
- Wo befindet sich die Bombe?  
*Where is the bomb exactly?*
- Wie sieht die Bombe aus?  
*What does the bomb look like?*
- Wie wird die Bombe gezündet?  
*What kind of ignition does the bomb have?*
- Warum haben Sie die Bombe gelegt?  
*Why did you plant the bomb?*
- Wie heißen Sie?  
*What is your name, please?*
- Von wo rufen Sie an?  
*From where are you calling us?*

**Verständigung**

- Einsatzleitstelle Konzernsicherheit: 089 – 975 113
- Polizei: 110

[Nach Gesprächsende siehe Seite 2]

## **CHECKLISTE - DROHANRUF**



**Kreuzen Sie an, was Ihnen während des Gesprächs aufgefallen ist!**

<b>Der Anrufer war...</b>			
<input type="checkbox"/> männlich	<input type="checkbox"/> weiblich	<input type="checkbox"/> erwachsen	<input type="checkbox"/> kindlich
<b>Die Stimme war...</b>		<b>Die Aussprache war...</b>	
<input type="checkbox"/> laut	<input type="checkbox"/> hell	<input type="checkbox"/> schnell	<input type="checkbox"/> neutral
<input type="checkbox"/> leise	<input type="checkbox"/> betrunken	<input type="checkbox"/> langsam	<input type="checkbox"/> undeutlich
<input type="checkbox"/> hoch	<input type="checkbox"/> gedämpft	<input type="checkbox"/> mit Akzent	<input type="checkbox"/> deutlich
<input type="checkbox"/> tief	<input type="checkbox"/> näseldnd	<input type="checkbox"/> ausländisch	<input type="checkbox"/> stotternd
<input type="checkbox"/> rau	<input type="checkbox"/> ...	<input type="checkbox"/> mit Dialekt	<input type="checkbox"/> Sprache ...
<b>Das Verhalten war...</b>		<b>Im Hintergrund war...</b>	
<input type="checkbox"/> drohend	<input type="checkbox"/> ruhig	<input type="checkbox"/> Lärm	<input type="checkbox"/> Stille
<input type="checkbox"/> aufgeregt	<input type="checkbox"/> höflich	<input type="checkbox"/> Züge	<input type="checkbox"/> Musik
<input type="checkbox"/> gewöhnlich	<input type="checkbox"/> emotional	<input type="checkbox"/> Flugzeuge	<input type="checkbox"/> Stimmen
<input type="checkbox"/> sachlich	<input type="checkbox"/> zwanglos	<input type="checkbox"/> Autoverkehr	<input type="checkbox"/> Tiere
<input type="checkbox"/> ...	<input type="checkbox"/> ...	<input type="checkbox"/> Maschinen	<input type="checkbox"/> ...
<b>Der Anruf war...</b>			
<input type="checkbox"/> intern		Tel-Nr.:	
<input type="checkbox"/> extern		Tel-Nr.:	
<input type="checkbox"/> wurde aufgezeichnet		<input type="checkbox"/> wurde nicht aufgezeichnet	
<input type="checkbox"/> Anrufdauer ca.	Min.	Sek.	
<input type="checkbox"/> Anruf ging ein bei Tel-Nr. _____			

Der Anruf wurde entgegengenommen am: um: Uhr

von:

Name	Vorname	Geb. Datum	Geb. Ort
Staatsangehörigkeit	Familienstand	Beruf	
PLZ	Wohnort	Straße	Nr.
Ort	Datum	Unterschrift	



# Emergency Plan

FO

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## Aircraft Recovery Form

**M**

### Aircraft Recovery Order Form

of \_\_\_\_\_

aircraft operator \_\_\_\_\_ -contracting company -

to **Flughafen München GmbH**

- contractor -

for recovery of the following aircraft

of Type \_\_\_\_\_

registration \_\_\_\_\_

For this order the general conditions of contract for the recovery of  
disabled aircraft at Munich International Airport apply

München, den \_\_\_\_\_

Luftverkehrsgesellschaft

**Confidential!****Declaration for the Recovery of Disabled Aircraft**

This declaration is attachment 5 to the general conditions of contract of Flughafen München GmbH (Munich International Airport)

I hereby certify to be the Pilot in Command/ Authorised Representative of the following aircraft:

Type \_\_\_\_\_

Registration \_\_\_\_\_

Owner / Operator \_\_\_\_\_

(correct mailing address)

I was informed that the aircraft has been released for immediate recovery / removal from the manoevering area of the airport by the competent civil aviation / Air Accident Investigation authorities.

I hereby certify to be the Pilot in Command/ Authorised Representative of the following aircraft:

Type \_\_\_\_\_

Registration \_\_\_\_\_

I do not grant approval for removal /recovery of the aircraft, neither by the aircrafts own power, nor with support of recovery equipment/material.  
I hereby accept possible claims of the airport operator due to the refused permission for aircraft recovery.

Munich, Date

Pilot in Command

# / Telephone Directory



# Emergency Plan

TEL

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## Telephone directory for emergencies

Internal participants can be reached under the following telephone numbers:

	Internal	External
Airport Fire Brigade		
Emergency Number	112	089-975112
Fax	63226	
Airport Medical Services		
Emergency Number	112	089-975112
Fax	63326	089-97563326
Mobility Service		
Transfer Assistance/ [Fa. Aicher]	63333	
Stretcher Transport		
MD Medicus/ Aicher	63343 oder 63333	
Corporate Security		
Emergency Number	113	
Central Control	63110	089-97563110
Fax	63126	089-97563126
Airport Operations		
Airport Operations Center	111	
Airport Duty Manager	21410	089-97521410
Airport Operations Assistant	21420	089-97521420
Fax	21406	089-97521406
Apron Control		
Apron Control 1	21168	089-97521168
Fax	21166	089-97521166
Apron Control 2	21178	089-97521178
Fax	21176	089-97521176
Airside Control Center		
Supervisor	21132	089-97521132
Ramp Supervision		
Ramp Supervisor	21155	089-97521155
Terminal Management and Passenger Services		
Terminal operation	21365	089-97521365
Fax	21356	089-97521356



# Emergency Plan

TEL

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	Internal	External
AeroGround		
Central Dispatcher	285	
Duty Manager	21212	
Swissport Losch		
Duty Manager	91283	089-97521283
Technical Services		
Fault desk	555	
IT	333	
Equipment Officer	21234	
Eurotrade		
Staff coordination		+491789279637
T2 Company		
On-call duty (24/7)	88766	
Passenger transportation system (PTS)		
On-call duty (24/7)	88660	

**External participants can be reached under the following telephone numbers:**

Bavarian Ministry of Housing, for Building and Transport

Operator	089-2192-01
Fax	089-2192-12225

The current stand-by number outside office hours is stored at the FMG Airport Operations Centre  
(internal number: 21420)

Funeral Parlour

Denk	Freising	08161-960180
	Erding	08122-97420
	Neufahrn	08165-91060

BFU-representative of the airport

Notification of specified airport employees by Airport Operations Centre upon instructions by BFU

Federal Police

Operations Centre	1859900	089-973079900
	1859901	089-973079901
Fax		089-973079909

Deutsche Bahn (S-Bahn)



# Emergency Plan

TEL

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DB-Operator 24h 01806-996633

German Air Traffic Control		
Tower	59401	089-9780346
		089-9780342

	Internal	External
Tower Fax		089-9780397
Center		
Supervisor ACC	90323	089-9780332
Supervisor Fax		089-9701419

German Meteorological Service		
Adviser		069 8062 9313

Airport Pastoral Services		
Pastoral Services	90925	089-97590927
	90932	089-97590932
Pastor [catholic]	90929	089-97590929
Pastor [evangelic]	90928	089-97590928
Fax	90930	089-97590930

## Hospitals by the Airport Medical Services [Medicare]

LBA (National Aviation Authority)		
Airport		0531-23558410
Fax		0531-23558499

Local Aviation Authority of Southern Bavaria		
Airport	90400	089-97590400
Fax	90406	089-97590406
Email	<a href="mailto:lss@reg-ob.bayern.de">lss@reg-ob.bayern.de</a>	

Airport Police		
Emergency Number	110	110
Munich Airport Police Department		
Coordination Centre	1861012	089-9791012
	1861014	089-9791014
Fax	1861329	089-9791329
	Internal	External



# Emergency Plan

TEL

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GAST [only when activated]

For the public

0800-7766350

Police Munich Airport

089-979 0

Fax

089-979-1329

E-Mail

[pp-obn.flughafen-muenchen.pi@polizei.bayern.de](mailto:pp-obn.flughafen-muenchen.pi@polizei.bayern.de)

Veterinäramt Grenzkontrollstelle Flughafen

Flughafen

90390

außerhalb der Dienstzeiten

09221-4070333

Customs [24h]

Airport

089-97590891

Fax

089-97595421

Email

[Kontaktstelle.KEF-Muenchen@zoll.bund.de](mailto:Kontaktstelle.KEF-Muenchen@zoll.bund.de)

SGM [Sicherheitsgesellschaft]

Airport

089-97590528