Terminal Safety & Security Training Reference book

All Regulations and procedures in this document are mandatory

Second Edition
09/2009

Document : Terminal Safety & Security Training
Processed by : Airport Training Unit

Peter Steinmetz
Managing Director
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Training purpose

This training is conducted by the Aruba Airport Authority N.V. (AAA) with the purpose to enhance awareness of the Airport community on the Rules and Regulations, Safety and Security in and around the Airport Terminal Buildings of the Aeropuerto International Reina Beatrix (AIRB)

YOU PLAY A CRUSIAL ROLE IN ENSURING A SAFE AND SECURE WORK ENVIRONMENT!

Course objectives

Upon completion of this training the participants will learn about the;

⇒ Airport rules and regulations
⇒ Airport Emergency Procedures
⇒ Reporting procedures when witnessing suspicious behavior and movements
⇒ Precautions in order to work and move safely around the Airport
General Information and Procedures

1. **Description of the Terminal Safety & Security Training (TSST)**

This training is intended for all persons who are currently working or will be working on AIRB and have access to the restricted areas of the Terminal Buildings.

2. **The requirements to obtain a Terminal Access Badge from Aruba Airport Authority N.V. are:**

Comply with all necessary AIRB ID badge application procedures and obtain a score of at least 70% on the Terminal Safety & Security Training (TSST) exam.

If the result is less than 70%, the participant has the opportunity to immediately redo the exam, or attend another TSST session. There will be only two opportunities for the participant to successfully pass the TSST exam. If the applicant does not pass the TSST exam after the second attempt, the Aruba Airport Authority N.V. has the right to refuse the applicant an AIRB Badge.

3. **Recurrent TSST**

The AIRB ID badge is valid for one year. The badge holder is responsible to pass the recurrent training and test prior to the expiration date of the AIRB ID badge.

4. **Obligation of the employer**

It is the responsibility of the employer to keep their employees updated with changes of the AIRB procedures and regulations.
PART 1

BOUNDARIES BETWEEN RESTRICTED AND NON-RESTRICTED AREAS

1.1 The basic sections of the Aerodrome and Airside

Aerodrome

Aerodrome or mainly called Airport is divided into 3 main parts, which is the LANDSIDE, TERMINAL and AIRSIDE.

LANDSIDE

The landside is the area which is being used by the public and employees. This area is for public use and there is no need for a security ID badge.

TERMINAL

The terminal consists of all buildings, used for both Departure and Arrival. The terminal is partially public and partially restricted to which you must be in the possession of an AIRB ID badge to have access to the restricted areas.

AIRSIDE

The airside is completely restricted and is not being used by the public. To have access to this area you must have an AIRB ID badge with a red color picture background.
TYPES OF AIRB ID BADGES

What is the purpose of the Rules and Regulations for access Control and Security ID Badges?

The Rules & Regulations (R&R) for Access Control and Security ID Badge details the step-by-step procedures required in order to obtain an Aeropuerto International Reina Beatrix (AIRB) Security Identification Badge (ID Badge). These R&R are promulgated under the Airport Security Program. Amendments may be issued in the form of Airport Director’s Instructions (ADI’s).

To whom are these rules and regulations distributed?

These R&R are distributed to the AAA N.V. personnel, Government Authorities with locations at the Airport, airlines & ground handlers, concessionaires, and other tenants conducting business at the AIRB.

There are three (3) types of AIRB ID badges;

⇒ Regular AIRB ID Badge
⇒ Short-term pass ID Badge
⇒ Counter pass ID Badge

REGULAR ID BADGE

Regular AIRB ID Badges A regular AIRB Badge is only issued to an individual for a period of twelve (12) months or less, as the case may be. The AIRB ID Badge is issued only to individuals who are assigned to, or have continuing frequent presence at AIRB such as Airport Authorities, tenants, concessionaires, contractors, off-airport vendors and other service firms or agencies who are authorized unescorted access to the AIRB restricted areas. The ID Badge is only issued after a successful completion of the VDA background check with positive results. This background check will have a validity of three (3) years.

ALARM OPTION

The “ALARM” option on an AIRB ID Badge is issued based on an individual’s role in an Alarm-situation. This option allows the badge holder to access the Airport during emergency situations. It does however not grant any rights to additional access to Airport restricted area.
SHORT-TERM PASS ID BADGE

Short-Term Pass ID Badge
A short term pass ID badge is issued to an individual who needs access to restricted areas for a limited period of time ranging from a few minutes up to one week, depending on the need and purpose of his/her access. The person receiving a Short-term Pass ID Badge has to hand over a valid identification (passport, Aruban Cedula or driver’s license) in order to receive the Pass. The identification will be returned to the individual upon return of the Short-Term Pass ID Badge. The individual in possession of a Short-Term Pass ID Badge is only allowed to be in restricted areas with proper escort of a Regular ID Badge holder. The Regular AIRB ID Badge holder, co-signs the Log-Sheet for responsibility that if the Short-Term Pass is not returned to the ID Administration Office, his/her access will be discontinued. The Short-Term Pass will be issued at the ID Administration Office during office hours (Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours) and at the Head Security Officer (HSO)’s office on weekends/holidays from 08:00-11:00 hours. HSO-issued Short-Term Pass ID badges are issued for a maximum period of twenty four (24) hours.

Extensions to the one week validity period will be given upon a written request, only if a valid reason is presented and verified. Only two (2) extensions are allowed. Requests for additional extension of validity must be made writing to the Managing Director.

The company/organization requesting a Short-Term Pass for twenty four (24) hours or more, must submit a written request hereto by e-mail to idadmin@airportaruba.com. The request must be submitted one (1) workday in advance, by an authorized company representative and must state clearly and concisely the purpose and duration of the presence of the individual, and must include the areas this individual will need access to. Only companies/organizations with an agreement with AAA N.V. can request a Short-Term badge.

Individuals who have previously conducted a background check with negative results will not be able to receive a Short Term Pass ID Badge.

The Short-Term Pass is not intended to replace the regular AIRB ID Badge. Additional requirements may be requested in some cases.
Counter Pass ID Badge
A Counter Pass ID Badge is issued to an airline or ground handling employee who needs access to restricted areas behind the check-in counters (US & Non-US) of the Airport to perform specific tasks and under proper escort of an Airline or Ground handler representative in possession of a regular AIRB ID Badge. The Counter Pass will be issued at the ID Administration Office only during office hours (Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours). The Counter Pass is valid for a maximum period of twelve (12) weeks and is intended to provide employees of Airlines and Ground handlers the opportunity to work under escort behind check-in counters, awaiting result of the completion of their background check for a Regular ID Badge. The Counter Pass does not grant the holder access to other restricted areas of the Airport.

AIRB ID Badge colors

- **BLUE Badge:** Authorities (e.g. AAA, DCA, Government Agencies, FOL)
- **BROWN Badge:** Airlines, Ground handlers & related companies
- **GREY Badge:** Construction
- **GREEN Badge:** Service Companies (e.g. Total Cleaning, Concessions, Aruba Intl. Host, Press, Car Rentals, ASAP)
TYPES OF ACCESS AIRB ID BADGE

RED Background picture:
Restricted Areas including Apron

YELLOW Background picture:
Restricted Areas excluding Apron.

BLUE Background picture:
Non Restricted Areas.

PART 3

RESPONSIBILITIES OF AIRB ID BADGE HOLDERS

Under no circumstances may an individual who a new AIRB ID has been issued to, transfer his/her AIRB ID Badge to another individual.

Each new AIRB ID Badge holder will have an individual PIN assigned. Under no circumstances may this AIRB ID Badge and/or PIN be used by another person than the person to whom the AIRB ID Badge and/or PIN was issued to.

All persons who are on restricted areas of the AIRB shall overly display on an outer garment, above the waist but below the neck, an appropriate AIRB ID Badge.

If any of the above mentioned points are violated, it will result in the Confiscation of the AIRB ID Badge by the Airport Security Department, which is the authority in charge with access control at the AIRB
ESCORT PROCEDURES

A Regular AIRB Badge holder (Escorter) may escort a maximum of five (5) temporary visitors (Escorted individual) who do not have independent access to the restricted and/or Air Operations Area’s (AOA) of the airport, provided the Escorter is authorized such access and that the visitor (Escorted individual) has in his/her possession a Short-Term Pass.

It is the responsibility of the Escorter to ensure that the individual being escorted remains in direct line of sight of him/her at all times. If the escorted individual is challenged by an airport employee or security personnel, the person must immediately identify his/her escort. If at any time the escorted individual does not follow the Escorter’s directions, the Escorter must contact the Airport Security Unit immediately and have the individual removed from the restricted and/or AOA areas.

The Escorter remains at all time responsible for all actions taken by the escorted individual.

AIRB ID Badge Fees

<table>
<thead>
<tr>
<th>Regular AIRB ID Badges</th>
<th>Fees</th>
</tr>
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<tbody>
<tr>
<td>Initial issue</td>
<td>Awg. 20,00</td>
</tr>
<tr>
<td>First reissue</td>
<td>Awg. 30,00</td>
</tr>
<tr>
<td>Second or more reissues</td>
<td>Awg. 75,00</td>
</tr>
<tr>
<td>Annual renewal</td>
<td>Awg. 20,00</td>
</tr>
<tr>
<td>Unreturned Badge (termination/suspension)</td>
<td>Awg. 100,00</td>
</tr>
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</table>

Reissue is defined as replacement of a lost, stolen or damaged AIRB ID Badge. Replacement of an inoperable AIRB ID Badge will be free of charge.

<table>
<thead>
<tr>
<th>Short-Term Pass ID Badges</th>
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<tbody>
<tr>
<td>Initial issue</td>
<td>Awg. 10,00</td>
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<tr>
<td>Each one-week extension</td>
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</tr>
<tr>
<td>Replacement fee</td>
<td>Awg. 100,00</td>
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</tbody>
</table>

Replacement is defined as replacement of a lost, stolen, misplaced or damaged AIRB Short Term Pass ID Badge. The Short-Term Pass ID Badges are available for use by individuals who do not possess a Regular AIRB ID Badge. A non-refundable fee of Awg. 20,00 will apply for each one-week extension of the Short-Term Pass ID Badge.

<table>
<thead>
<tr>
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<tr>
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<tr>
<td>Unreturned Badge</td>
<td>Awg. 100,00</td>
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</table>

AIRB ID Badge: PROPERTY

The AIRB ID Badge remains property of the Aruba Airport Authority N.V. and must be surrendered upon the request of the Authority authorized personnel. Any attempt by an AIRB ID Badge holder to help, assist or aid anyone in circumventing Airport security and screening systems will result in temporary or permanent suspension of access and can lead to legal prosecution.
AIRPORT POLICY AND RULES/PROCEDURES REGARDING IDENTIFICATION OF EMPLOYEES AND VISITORS

1. All persons working in a restricted area of the Airport and those persons who have a regular need to enter restricted areas of the Airport must display at all times a AIRB ID Badge on their outer garments, while in such areas.

2. The AIRB ID badge shall not be used for Private purposes.

3. For aircraft crew not based in Aruba, a crew member’s license or certification issued in compliance with relevant ICAO specifications will also be accepted as a valid identification document, particularly when the crew identity is verified by a photographic laminated identification card.

4. Uniformed police, Immigration, Customs and Military personnel not stationed at the airport are not required to wear a Security ID badge, provided that its identity is verified by an approved valid identity document (legitimatie bewijs)

5. The Airport Authority retains the right at any time to prohibit the badge holder from entering any restricted area on the airport.

6. The Regular AIRB ID Badge must incorporate a photograph of the individual as an integral part of the badge and must show name of badge holder, employer and location to which access is authorized.

7. The AIRB ID Badge must be issued by the Airport Security ID Administration Department.

8. An AIRB ID Badge will not be issued to non-airport personnel except in cases approved by the Airport Management.

9. All companies and organizations must vouch for validity of and need for an AIRB ID Badge by their staff. This entails a responsibility on their part to have completed adequate pre-employment or other inquiries to ensure that the individual will not be a potential threat to the Airport security program.

10. No Regular AIRB ID Badge will be issued to non-residents or to persons who have no valid work permit.

11. No Regular AIRB ID Badge will be issued to persons under the age of 18 years.

12. An AIRB ID Badge may not be issued to persons arrested, convicted for any offense or crime even though subject of pardon, amnesty, or other such legal action.

13. Individuals who failed to pass successfully the background check are not eligible to receive any AIRB ID Badge.

14. Any person whose Security ID badge is lost, stolen or misplaced must promptly report such lost to his supervisor who must ensure that the Security ID Administration department is advised immediately.
15. Use by a person other than the person to whom the security ID Badge and/or Pin number was issued will result in the confiscation of the badge.

16. The Security ID Badge remains the property of the Aruba Airport Authority N.V. and must be returned;

   ~ Upon request
   ~ For inspection and verification
   ~ When the individual’s access authorization is terminated due to transfers, termination of services or suspensions.

17. The Airport Security must stop any individual found at a place on the Airport to which his/her access is not authorized.

18. The Airport Security is entitled to search each pass-holder, including the items in his possession and vehicle in which he transports items and/or himself. This rule is applicable at all access points to or within all restricted areas.

19. Short Term Passes may be issued by the Security ID Administration Department to individuals who need access to restricted areas to perform specific tasks of short duration, on an exceptional basis. Short Term passes will be issued only on Monday thru Friday 08:00-12:00 and from 13:30 to 16:30 hours) and at the Head Security Officer (HSO)’s office on weekends/holidays from 08:00-11:00 hours. HSO-issued Short-Term Pass ID badges are issued for a maximum period of twenty four (24) hours.


RULES AND REGULATIONS FOR AIRB ID BADGE HOLDERS

~ Under no circumstances may an AIRB ID Badge holder allow anyone else to use his/her ID Badge.

~ **Any AIRB ID Badge holder has the responsibility to challenge any individual who finds him/her self in a restricted area without an ID badge.**

~ The AIRB ID Badge holders must ensure the proper closing and locking of any Security door or gate after use.

~ The AIRB ID Badge holders must never allow any individual to follow them through any door or gate.

~ The AIRB ID Badge holder must never open any door or gate for another AIRB ID Badge holder.

~ The AIRB ID Badge holder must immediately report the theft or lost of their ID Badge at the Airport ID Administration Department or Airport Security.

~ The AIRB ID Badge holder must immediately report any security violation they witness to the Airport Security.
PART 4

AIRPORT EMERGENCY SITUATIONS AND PROCEDURES

In cases of:

- Fire
- Witness of theft
- Accident
- Unattended bag
- Suspicious item
- Bomb threat
- Suspicious behavior
- Anything out of the ordinary

Immediately report this to the Communication and Surveillance Center (Charlie Charlie) at extensions: 145 or 156
Or to the Head Security Officer at extension: 201

In case you choose to fight a fire, you must first consider the following:

- Is there considerable heat?
- Is there significant smoke or fumes?
- Is there any possibility that you will be trapped by the fire?

If any of these questions is yes, DO NOT FIGHT THE FIRE YOUR-SELF.

If none of the above is applicable, you must first do the following:

1. Chose the correct extinguisher for the type of fire.

   - **A** Ordinary combustibles - wood, paper, household rubbish, cloth, rubber, and man-made fibers
   - **B** Flammable liquids - oils, greases, tar, oil-based paints, lacquers, flammable gases, and some plastics
   - **C** Energized (plugged in) electrical equipment - household appliances, televisions and radios, computers, wiring, and fuse boxes or circuit breakers
   - **D** Combustible metals - magnesium, potassium, sodium, and lithium
2. Use the extinguisher wisely in the following matter;
   a) Pull the pin
   
   b) Aim low by holding the extinguisher upright, and aim at the base of the fire and not directly into the fire
   c) Squeeze the trigger
   d) Sweep from side-to-side, driving the fire back. As the fire closest to you is extinguished you may move forward, but continue to sweeping motion.

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PART 5

BOMB THREAT

In case of a telephone Bomb Threat, take the following measures;

- Remain calm and try to get as much information as possible about the bomb from the person on the telephone.
- If possible, the person answering the call should signal co-workers of the threatening call while the call is still in progress.
- It is also desirable that more than one person listen in on the call.
- Have a list of emergency agency telephone numbers available, as well of the airport officials to be immediately contacted.
- It is recommended that the telephone threat be taped.
- Caller ID or other types of tracing devices should also be considered.
- The Aruba Airport Authority N.V. Bomb threat instruction card should be place next to the telephones.
Evacuation Plan:
Terminal buildings Aruba Airport

Emergency Response Team
Shortened Emergency Procedures

This document is meant for the ERT-organization of AAA operating within the Terminal Buildings of Aeropuerto Internacional Reina Beatrix (AIRB)
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Distribution
This document is meant for the ERT-organization of AAA operating within the Terminals of Aruba International Reina Beatrix and will be distributed amongst the ERT Shift leaders, HSO and the ERT members.

Amendments
In case this document needs to be amended or adjusted you are requested to do this through the person mentioned here below. An update of the plan will be prepared annually.

<table>
<thead>
<tr>
<th>Name</th>
<th>Chito Geerman</th>
</tr>
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<tr>
<td>Function</td>
<td>Head Terminal Services / Head ERT</td>
</tr>
<tr>
<td>Telephone</td>
<td>524-2483</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:c.geerman@airportaruba.com">c.geerman@airportaruba.com</a></td>
</tr>
</tbody>
</table>
Chapter 1 The ERT-organization

1.1 Introduction
The shortened emergency procedures are meant for the ERT Shift leaders/HSO/ERT members and for CSC. The shortened emergency procedures are updated by the Head ERT.

In case of an emergency evacuation the ERT Shift Leaders and HSO with a team of ERT members will carry the responsibilities within the Terminal buildings, landside and Apron areas for the assistance until the government response services arrive. Guidance of the ERT team will go through the ERT Shift Leader. This means that the communication between the ERT Shift Leaders, HSO and the ERT members is of utmost importance.

The ERT members are alarmed through the alarm signal in case of a fire or an evacuation or via telephone or 2-way radio. It is off course also possible that an ERT member is made aware of an incident through a colleague, a passer-by or through self observation.

Other airport users present at the time have to follow instructions of the ERT-team. They will have to abandon the risk area and direct themselves by means of the shortest evacuation routes to the rendezvous points (see Chapter 8). Any actions taken by non ERT members during an emergency evacuation will be completely on their own responsibility.

1.2 Area of Coverage
The area of coverage of the ERT-organization entails the following areas:
- Ground Floor up to and including the 2nd Floor of the Terminal Buildings A - H.
- Landside and Apron areas.

1.3 Operational ERT-organization
The ERT-organization falls under the Business Unit Manager Terminal and consists of 29 members from different departments within the Business units and Support units of AAA. There are three shift leaders among the members to coordinate the activities and one Head ERT to manage the organization.

The ERT Shift Leader guides the ERT-team. The ERT members proceed to perform their duties as much as possible in couples.

CSC is responsible within the ERT-organization for the communication lines between the various parties (internally and externally).

1.4 Reaction time ERT-organization
In order to provide assistance the ERT members have to be at the place of the incident within 3 minutes after having received a notification hereof.

1.5 ERT-coverage during the day within the Terminal Buildings
The ERT-coverage for the airport is available daily between 07.00 - 23.00 hours, 7 days a week.

Between 23.00 – 07.00 hours the terminal is under surveillance of CSC and HSO.

1.6 Rendezvous points Terminal Buildings
In case the Terminal, or sections hereof, need to be evacuated, all persons have to report outside on landside or airside at the rendezvous point. This serves to check if there are any persons missing. The rendezvous points ensure that the persons gather at a point is sufficiently far away from the building. Of course one can deviate from these rendezvous points in certain (dangerous) situations.
A rendezvous point can be recognized through this sign.

**Locations rendezvous points**

On the overview below the various rendezvous points are indicated.
**Rendezvous point 1**
Rendezvous point 1 is located in front of the terminal building in between the 2 car rental booth buildings.

**Rendezvous point 2**
Rendezvous point 2 is located on the airside on the north side of Building A.

**Rendezvous point 3**
Rendezvous point 3 is located on the airside near the Orlando Security Screening Point/ parking position # 3.
Evacuation Plan Terminal Buildings

**Rendezvous point 4**
Rendezvous point 4 is located on the airside near the Main Security Gate.

**Rendezvous point 5**
Rendezvous point 5 is located on the airside to the west side of Building D.
Chapter 2 Building-, Installation- and Organizational data

2.1 Data of the building

<table>
<thead>
<tr>
<th>Name</th>
<th>Terminal Buildings</th>
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<tbody>
<tr>
<td>Type of Building</td>
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<tr>
<td>Address</td>
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<td>Head ERT</td>
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<tr>
<td>Tel. Number</td>
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</table>

The building is a terminal which renders various functions (commercial and non-commercial). The average amount of people present during opening hours in the building can vary heavily. During peak moments approximately 5000 people can be present in the building. During night hours it is possible that there are some people present within the office areas. In the building there are various main and emergency staircases/wells which end up onto landside areas and airside areas. During night hours (non-operational hours) many parts of the building are locked for security purposes.

2.2 Alarm Notification

- There are various ways in which an alarm notification can be emitted in case of fire
  - Through the automatic fire alarm notification.
  - Through the manual fire alarms.
  - Through telephone.
- The evacuation installation can be activated in various ways
  - Automatically through the fire alarm notification installation.
  - Through the manual fire alarms.
  - CSC can activate the installation within the various building areas.
- By means of the evacuation alarm installation the complete building can be evacuated.
- The elevators do not automatically go to the groundfloor, except for the elevator located within the Tower Building.

- It is prohibited to use elevators during emergency.
### 2.3 ERT-organization

#### Persons
The ERT organization consists of 29 persons of which 3 are ERT Shift leaders and one is Head ERT. See Chapter 10, Annex 1 for an overview of the ERT members. The complete ERT plan can be reviewed at the office of the Head ERT.

#### Communication
The ERT organization communicates through 2-way radio.

The communication diagram is indicated here below.

![Communication Diagram]

#### Aids and Appliances

**ERT cabinet:**
There are in total 13 ERT cabinets located throughout the various buildings on various floors.

![ERT Cabinet]

The content of the ERT cabinet is as follows:
- 1x First Aid Kit
- 1x Megaphone
- 2x Cordon tapes
- 2x Safety helms
- 2x Safety goggles
- 2x Safety gloves
- 1x Flashlight
- 1x Hammer/screwdrivers/plyer
**AED:**
There are in total 8 AED’s located throughout the various buildings on various floors.

* Exact locations can be requested from the Head ERT.

Should someone observe that above indicated aids and appliances are missing or broken CSC should be contacted directly at ext.145 or telephone number **524-2145**. The CSC officers will notify the ERT shift leader or the ERT officer on duty for further handling.
Chapter 3    Alarm procedure

3.1 Alarm numbers professional emergency responders

<table>
<thead>
<tr>
<th>Who</th>
<th>Telephone</th>
</tr>
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<tbody>
<tr>
<td>Ambulance or doctor</td>
<td>524-2145 or ext.145</td>
</tr>
<tr>
<td>Fire-brigade</td>
<td></td>
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<tr>
<td>Police</td>
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3.2 Local alarm numbers

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<thead>
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<tr>
<td>Head ERT</td>
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<tr>
<td>ERT Shift leader/Supervisor</td>
<td>Through 2-way radio</td>
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3.3 Other important alarm numbers

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<th>Who</th>
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<tr>
<td>CSC</td>
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<tr>
<td>Police</td>
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<tr>
<td>Medical service</td>
<td>Always through CSC</td>
</tr>
<tr>
<td>Environmental experts</td>
<td>Always through CSC</td>
</tr>
<tr>
<td>Spiritual pastor / preacher</td>
<td>Always through CSC</td>
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</table>
Chapter 4  Alarm connection diagram

Alarm through Telephone 524-2145 or ext.145

Automatic alarm

CSC

- Notification 2-way radio ERT shift Leader + HSO
- Activation evacuation alarm

ERT Pull Out

- Arrival ERT
- Feedback with CSC by ERT Shift leader

CSC calls Emergency Response Services in case needed

Pull Out Emergency Aid Services

Arrival Emergency Response Services

Transfer of command from ERT to Emergency Response Services

End
## Chapter 5  Method of evacuation and organization of the evacuation

<table>
<thead>
<tr>
<th>What</th>
<th>Who</th>
<th>Employee / Passer-by</th>
<th>ERT member</th>
<th>ERT Shift leader</th>
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<td><strong>Detect incident</strong></td>
<td>Activate Alarm</td>
<td>Activate Alarm</td>
<td>Activate Alarm</td>
<td>Activate Alarm</td>
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<td><strong>Activate Alarm</strong></td>
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<tr>
<td></td>
<td>• Warn/inform professional emergency response 524-2145/ext.145</td>
<td>• Warn/inform professional emergency response 524-2145/ext.145</td>
<td>• Warn/inform professional emergency response 524-2145/ext.145</td>
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<tr>
<td></td>
<td>• Warn Local ERT member</td>
<td>• Warn Local ERT member</td>
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<tr>
<td><strong>Think</strong></td>
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<td>Make a Plan</td>
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<tr>
<td><strong>Act</strong></td>
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<tr>
<td></td>
<td>Remain with the victim. In case of fire try to extinguish.</td>
<td>• First Aid (in couples)</td>
<td>• Request feedback from ERT members</td>
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<td>• Ask the victim and the “notifier” of the Alarm questions</td>
<td>• Direct Emergency Aid Services</td>
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<td>• In case of fire try to extinguish.</td>
<td>• Inform CSC</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Inform ERT member what you have seen</td>
<td>Feedback to ERT Shift Leader</td>
<td>• Feedback of information to ERT team</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Direct local ERT members</td>
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<td></td>
<td>• Contact with Emergency Response Services</td>
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<td>• Inform CSC</td>
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<td><strong>Follow up actions</strong></td>
<td>Additional Instruction of ERT Shift leader</td>
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</table>
Chapter 6  How to act in case of incidents

An attempt is made to indicate in each type of incident what is most important for the emergency assistance. The list is not complete and additions hereto can be communicated to the Head ERT or the ERT Shift Leader/Supervisor.

- When acting always take into consideration the effect on your own safety.
- Work in pair as much as possible.

### 6.1 Fire

1. **Alarm notification**
   Notify the Fire-brigade through telephone number **524-2145 or ext.145** and indicate the location, nature and the extent of the fire.

2. **Think**
   Gather ERT team in a safe place near the incident (always think about your own safety).

3. **Act**
   - Start investigating the nature and the extent of the incident and evacuate the risk area (minimum of 2 ERT members). For evacuation the Evacuation Notice can be used (this will activate by pressing the manual fire alarm).
   - If possible start combating the fire by using the fire-extinguisher or the fire-hose if it is in its initial stage.
   - Procure for the saving of persons who are in danger and transport victims to a safe area.
   - Only move victims if there is direct danger and apply First Aid.
   - Prevent spreading: remove people, vehicles and dangerous goods from the (near) vicinity of the risk area (pressure retainers should be cooled).
   - Provide access to and assist professional Emergency Response Services.

4. **Communication**
   - The contractor is responsible to close off fuel dispensers, electrical connections, HVAC and ventilation through CSC **524-2145 or ext.145**. Request feedback!
   - Close of smoke and fire separators (in case needed through CSC **524-2145 or ext.145**).
   - If (possible) danger is imminent for other parts of the building inform CSC **524-2145 or ext.145**, they can arrange that the threatened areas are also evacuated.
   - Exchange information with the commander of the fire-brigade.

5. **Follow up actions**
   Make an inventory of the victims and assist the victims with the evacuation of the employees/passengers to a safe location.

### 6.2 Bodily injury

1. **Alarm notification**
   Notify the ambulance/doctor through telephone number **524-2145 or ext.145** and indicate the location, nature and extent and the amount of victims as a result of the incident.

2. **Think**

3. **Act**
   - Procure for the saving of the persons that are in danger and transport the victim(s) only in case needed to a safe area in the vicinity and stabilize the victim(s).
   - Start with resuscitation in case of a heart attack or respiratory attack.
   - Safeguard a free respiratory function.
   - Cool wounds caused by fire.
Ask the victim(s) for his/her name (note) and what happened. Also ask if victim uses medicine or if there are other issues that the emergency response service providers should be aware of.

Try to appease the victim as much as possible.

4. Communication

- Procure that the professional Emergency Response Services are received and assisted and indicate clearly what you have found and what you have done up to then and why.
- In case of dangerous substances/medicine give information on the substance (if possible at the first notification of the incident, if not as soon as possible).

5. Follow up actions

- Protect victim(s) from onlookers as much as possible.
- Procure assistance of the Emergency Response Service providers to the exit.
- Procure information to concerned persons (head of organization, family).
- Procure for cleaning of the polluted area.

6.3 Evacuation

1. Alarm notification

- ERT Shift leaders/ ERT members and HSO are notified by CSC
- They will proceed to the location of the alarm and determine if evacuation should be commenced (this can also be done automatically through the fire notification system).

2. Think

- Determine which rendezvous point is applicable.
- The ERT Shift leader/ERT member will go to the rendezvous point.
- Remember your physically challenged colleagues and visitors/ passengers.
- Gather at the determined rendezvous point or at a safe distance near the calamity (indicate different locations during convocation ERT members).

3. Act

- The ERT member puts on a yellow ERT vest en makes sure that everyone (employees, visitors, and others) exit the building through the indicated escape routes and emergency exits.
- The ERT member, the ERT Shift leader, the HSO or the fire-brigade give instruction to exit the building through the evacuation notice (manual fire alarm) (in case this was not activated yet).
- Inspect all areas; restrooms, conference rooms should also be inspected on persons who might have stayed behind.
- Close the doorways (of controlled areas) inside the building.
- The ERT members will escort the persons and will provide further information.
- Indicate where one should go (rendezvous point).

4. Communication

- To personnel and users you say: “we need to evacuate the building”. This command means that all activities should be stopped and possible telephone calls should be ended with the sentence “we need to evacuate the building”.
- Feedback from the ERT members to the ERT Shift Leader/HSO: when the area is evacuated return to the rendezvous point and inform the ERT Shift leader on your own acts (which area or part of the building was evacuated and indicate if there are any victims or any other relevant information).
- Transfer to professional Emergency Response Services by ERT Shift leader.

5. Follow up actions

- The ERT members will remain at the disposal of the ERT Shift leader.
6.4 Dangerous substances

1. Alarm notification
   - CSC notifies the Fire-brigade/Environmental Department. Inform on possible substance data right away. This is recognizable from the danger label(s) (numbers on to of and under the orange labels).
   - ERT organization (ERT Shift leader, HSO and ERT members) are notified.
   - Fire-brigade, police and ambulance are notified through CSC 524-2145 or ext.145. Also indicate that it concerns an accident involving dangerous substances (and if known, which one(s)).

2. Think
   - ERT members and ERT Shift leader gather at the closest rendezvous point.
   - Own safety, use protective gear (for example gloves, boots, mouth and nose covers).

3. Act
   - Investigate the nature and extent of the incident (avoid long dwelling in the risk areas)
   - Evacuate the area at risk and make sure that the area at risk is closed off.
   - Try to stop leakage (in case of a central supply have the supply closed of by the responsible department).
   - Assure rescue of those in danger (do not provide mouth to mouth resuscitation).
   - Transport victims to a safe location and supervise until professional emergency aids arrive.
   - Victims that have been affected internally and externally by chemicals have to somehow be washed down with water (fire hose) and should not be given water to drink.
   - Do not remove clothing and beware of body temperature.

4. Communication
   - Transfer information to other (professional) emergency aids and indicate what has already happened/been determined.

5. Follow up action
   - Make sure the contaminated area is cleaned.

6.5 Bomb-threat

Bomb threat procedure and form, (see Aerodrome Emergency Plan (AEP), Chapter 7).

1. Follow up action
   Depending on the investigation the following actions could or could not be necessary for the experts:
   - The ERT Shift Leader with the ERT members will prepare for the evacuation ( see Evacuation procedures)
   - The HSO will prevent unauthorized persons from coming near the location of the incident area.
   - The ERT Shift leader and ERT members will be responsible for informing the personnel.
6.6 Threat of danger from outside

In case danger threatens from outside and in case the evacuation to a safe area is not possible or not an option the building should be temporarily closed off for the outside.

1. Alarm notification
   - CSC 524-2415 or ext.145
   - ERT-organisation + HSO
2. Think
   - Gather ERT members
   - The HSO is internally in command with the assistance of the ERT shift leader and the ERT members and arranges the internal transfer of information.
3. Act
   - Close windows and doors.
4. Communication
   - Internal communication occurs by means of internal communication systems (telephone, PA system or other).
5. Follow up action
   - Make sure windows and doors are closed.

6.7 Other acts of unlawful interference

Do not take any responsibility!

2. Alarm notification
   - CSC 524-2145 or ext.145
   - ERT-organisation
3. Think
4. Acts
   - Do not agree with any demands
   - Note the time and all observations (see “AEP, chapter 7”).
5. Communication
   - Internal communication occurs by means of internal communication systems (telephone, PA system or other).
6. Follow up action
   - Depending on the investigation the following actions could or could not be necessary for the experts:
     - The ERT Shift Leader with the ERT members will prepare for the evacuation (see Evacuation procedures)
     - The HSO will prevent unauthorized persons from coming near the location of the incident area.
     - The ERT Shift leader and ERT members will be responsible for informing the personnel.
Chapter 7  Assignments and responsibilities

7.1  ERT Shift Leader

Responsibilities
The ERT Shift leader is responsible for the alarm notification and for assisting in bringing personnel and others present to safety within the threatened area. The ERT Shift Leader is responsible for the activation of the emergency procedures. The ERT Shift leader is responsible for the local communication with the emergency response services and the ERT members.

The ERT Shift Leader can be recognized through a YELLOW vest with the indication E.R.T.

Assignments
1. ALARM NOTIFICATION
   Externally: Professional Emergency Services through 524-2145
   Internally: NA

2. THINK
   Gather the ERT-team (in case needed) and make action plan

3. ACT
   Give assignments to:
   - First aid
   - Rescue
   - Extinguish
   - Evacuate
   Takes inventory of: personnel and victims
   Gives access to: (especially for professional emergency services)
   Procure for the escort of professional emergency services to the location of the incident

4. COMMUNICATION
   Information-exchange with ERT members.
   Feedback to professional emergency services and communication with CSC 524-2145
   Participates in the meetings between the ERT organization and the professional emergency responders.
5. FOLLOW UP ON ACTIONS
   Take care of possible needs of the evacuated personnel.
   Incident Report forms (IRF) should be completed and submitted to the Head ERT (see attachment).
   Reporting (evaluation form, see attached, indicate ERT deployment).
   Evaluate incident with the involved (external) parties.
   Takes care of the replenishment of the general provisions (such as content of ERT cabinets, AED).

7.2 ERT member

Responsibilities
The ERT member is expected to render immediate assistance in case this is requested. He/she can be notified hereof by the ERT Shift Leader/CSC or by another ERT member or by another colleague or passerby.

An ERT member can be recognized through a YELLOW vest with the indication E.R.T.

Assignments
1. ALARM NOTIFICATION
   Externally: Professional emergency response services via 524-2145
   Internally: ERT Shift Leader

2. THINK
   Gather ERT-team (in case needed) and make an action plan and discuss this with other ERT members. Try to act as much as possible in couples (always think about your own safety).

3. ACT
   Try to think out loud as much as possible and inform on your own actions. In this manner you can support and correct each other.
   - Bring victims to safety
   - Render first aid assistance
   - Starting fire should be extinguished
   - Close off sources of danger
   - Evacuate
   - Calm down victims
Evacuation Plan Terminal Buildings

- Keep onlookers at a distance (close off incident area)
- *Follow indications of the ERT Shift Leader*

4. **COMMUNICATION**
   - Information-exchange with ERT members.

5. **FOLLOW UP ACTIONS**
   - Indicate if resources (for example fire extinguishing equipment) should be controlled, replaced or replenished. This information can be given to the local ERT Shift Leader. Own resources need to be replenished and replaced by the organization itself.
   - Reporting should be performed together with the ERT Shift Leader.
Chapter 8  Lay outs / Symbols
Chapter 9  Logbook evacuation plan

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<th>Type of evacuation (f.e.: training, alarm)</th>
<th>Date</th>
<th>Remarks</th>
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</table>
Chapter 10 Attachments

10.1 Attachment 1 ERT members

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<th>Unit</th>
<th>Geslacht</th>
<th>Voornaam</th>
<th>Achternaam</th>
<th>Bedrijf</th>
<th>Datum BHV-cursus</th>
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## 10.2 Attachment 2 IRF Form

Airport Emergency Response Team

Incident Registration Form “I.R.F.”  
FILL IN BY: .... .......

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<tr>
<td>Assistance called?</td>
<td>Yes/no</td>
<td></td>
</tr>
<tr>
<td>Government entities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional assistance at location</th>
<th>Fire Department</th>
<th>Min</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>Min</td>
<td></td>
</tr>
<tr>
<td>Police</td>
<td>Min</td>
<td></td>
</tr>
</tbody>
</table>

**Task executed**

- Provided First Aid
- Extinguished starting fire
- Assisted with evacuation
- *other action

**Eventual Comment:**

* If yes, describe:
  - Result of action:

<table>
<thead>
<tr>
<th>Response Time &lt; 2 minutes</th>
<th>Y</th>
<th>N</th>
<th>If &gt; 2 min reason hereof</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time finished:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Material used Personal/Cabinet</td>
<td>Y</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Replenish:</td>
<td>Y</td>
</tr>
</tbody>
</table>

**Victim personal information**

- Name:
- Telephone:
- Address/Flight Info:
- E:Mail:
## 10.3 Attachment 4 Evaluation form ERT-action

<table>
<thead>
<tr>
<th>Evaluation form for:</th>
<th>Action / Exercise:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation:</td>
<td>Location:</td>
</tr>
<tr>
<td>Date:</td>
<td>Time:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsibilities: supervise safety in general.</th>
<th>Yes</th>
<th>No</th>
<th>Remarks:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety in general:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was there a correct estimation done of the nature and the gravity of the situation?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was the evacuation done correctly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was the evacuation supervised correctly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were unnecessary risks taken during the evacuation, in particular within the stairwells?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have the evacuated persons been guided to the rendezvous points?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was their any attention given to the traffic when guidance was given to the rendezvous points?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is attention given to safe/unsafe area?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the safe/unsafe area being closed off?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is supervision given to the fact that persons are not allowed to access the unsafe area?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have safety procedures been followed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have safety aids been used?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have the extinguishers been used correctly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Were the wounded assisted adequately (transport, treatment, transfer to the Emergency Response Services)?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Was attention given to the physically challenged (in case present)?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| General Impression:                          |     |    |         |
| Were procedures strictly followed?           |     |    |         |
| Was there enough experience and ability available? |     |    |         |

| Particularities:                            |     |    |         |
10.4 Attachment 5 List of definitions and abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERT</td>
<td>Emergency Response Team</td>
</tr>
<tr>
<td>ERT member</td>
<td>Emergency Response Team member</td>
</tr>
<tr>
<td>ERT Shift Leader</td>
<td>ERT Shift Leader (arranges for the coordination and guidance of the ERT members and is responsible for the communication with other shift leader(s), CSC and is the contact person for professional emergency services.</td>
</tr>
<tr>
<td>CSC</td>
<td>Communication &amp; Surveillance Center, also known as Charlie Charlie. This is the communication center of the Aruba Airport Authority. This is the central communication to the ERT organization and the emergency services.</td>
</tr>
<tr>
<td>HSO</td>
<td>Head Security Officer</td>
</tr>
</tbody>
</table>