

Emergency planning

Stockholm Arlanda Airport

Content

About Swedavia	3
Airport operator	4
Procedures, telephone numbers and reporting problems	5
Important places at Stockholm Arlanda Airport	7
Media service in case of crisis	8
Airport Rescue Service	9
Air traffic management	10
Handling Companies	10
Civil aviation authority	11
Investigation of a missing aircraft	11
Investigation of an aircraft accident	11
Health and medical care	12
Public order and security	14
Border protection	14
Municipality of Sigtuna	15
Other organisations	15
Emergency Training Group (ETG)	16
Planning	16
Governing documents	16
Notes	17

Last updated: January 19, 2024

About Swedavia

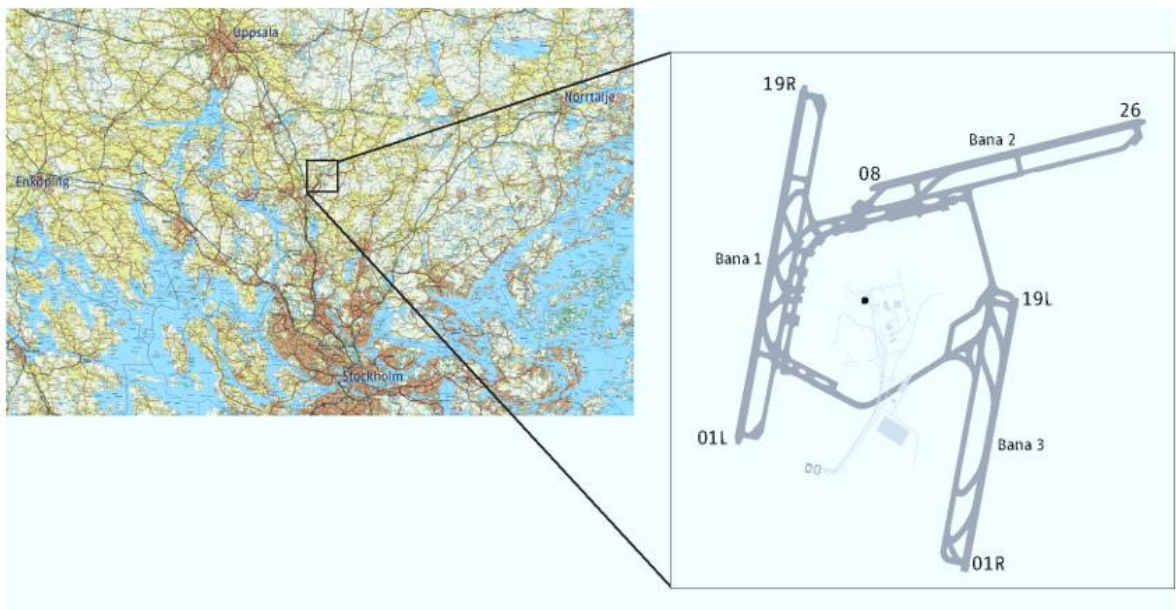
Swedavia owns, operates and develops 10 airports in Sweden. Swedavia is a State-owned company with the main task is to operate and develop the State’s airports for civil aviation.

Swedavia’s task entails taking responsibility for the operation and development of cost effective, safe and well-functioning airports.

Stockholm Arlanda Airport

Stockholm Arlanda is Sweden’s largest airport and is located between Stockholm and Uppsala in the Municipality of Sigtuna. Stockholm Arlanda Airport has three runways and four terminals.

The Airport is located about 42 kilometers from Stockholm and about 40 kilometers from Uppsala.



Airport code (ICAO)	ESSA	Number of runways	3
Airport code (IATA)	ARN	Runway 1 (01L-19R)	3300m x 45m
Opening hours	24h	Runway 2 (08-26)	2500m x 45m
Airport Category	CAT 10, 2 fire and rescue stations	Runway 3 (01R-19L)	2500m x 45m

Airport operator

Swedavia Stockholm Arlanda Airport

190 45 Stockholm-Arlanda

Tel: 010-109 10 00

E-mail: arlanda@swedavia.se

Managing Director

Karl Eklund

Tel: 010-109 10 00

APOC Supervisor

Tel: 010-109 13 00

E-mail: APOC.ARN@swedavia.se

Arlanda Security Center

("LC" - Ledningscentralen Arlanda)

Tel: 010-109 66 66

Airport Security Director

Fredrik Byle

Tel: 010-109 10 00

E-mail: fredrik.byle@swedavia.se

Head of Airside Operations

Christian Nyberg

Tel: 010-109 10 00

E-mail: Christian.nyberg@swedavia.se

Head of Airport Operations / Passenger Services

Anna Lycke

Tel: 010-109 10 00

E-mail: anna.lycke@swedavia.se

Websites

Passengers/neighbours/B2B:

www.swedavia.com/

Airport operators/staff:

www.swedavia.net

Emergency assistance procedure, telephone numbers and procedure for reporting problems

Emergency number 112

112 is the official emergency number in Sweden to access local emergency assistance units and the Police. The SOS emergency response centers are open around the clock every day of the year and coordinate emergency assistance units.

112 should only be used in an emergency that requires immediate assistance. In cases where the call is not urgent, people should use the service numbers found in the telephone directory.

Medical emergency for personal injury/illness

The person who is with the injured or sick person should first call the national emergency number 112 and be prepared to answer the SOS operator's questions.

The questions are as follows:

- What has happened?
- Illness/injury?
- The patient's age?
- Gender?
- Is the person breathing?
- Pulse?
- State of consciousness: Awake/responsive/unconscious?
- Measures already taken?

After this, the Arlanda Security Center (Ledningscentralen) also needs to be informed, telephone number: 010-109 66 66.

Be prepared to help assistance units to localize the patient.

APOC Supervisor

A round-the-clock function that has overall responsibility for quick-response measures at Stockholm Arlanda Airport. APOC Supervisor is the person who is responsible for the airport operation, safety and security. APOC Supervisor also has customer contacts when needed.

APOC Supervisor can be contacted in case of disruptions, for instance, regarding passenger flows, safety and operations as well as major disruptions in general and shall be informed about workplace accidents that occur at Stockholm Arlanda Airport.

APOC Supervisor coordinates the airport's quick-response measures in the event of a major incident.

Arlanda Security Center (Ledningscentral)

Contact Arlanda Security Center to report security violations or if you have questions about access to authorization areas. Telephone: 010-109 66 66.

The Police

For emergency matters, call 112 and ask for the Police. For other Police matters at the airport, call 114 14 and ask for Airport Police at Stockholm Arlanda Airport.

Swedish Customs

For Customs matters, contact the Customs information and communications central:
Tel: 08-405 05 70

Technical Coordinator

Reports regarding problems with electricity, water, ventilation, etc as well as orders for technical work at the airport is handled by Technical Coordinators within APOC, the Airport Operations Center.

Tel: 010-109 66 00

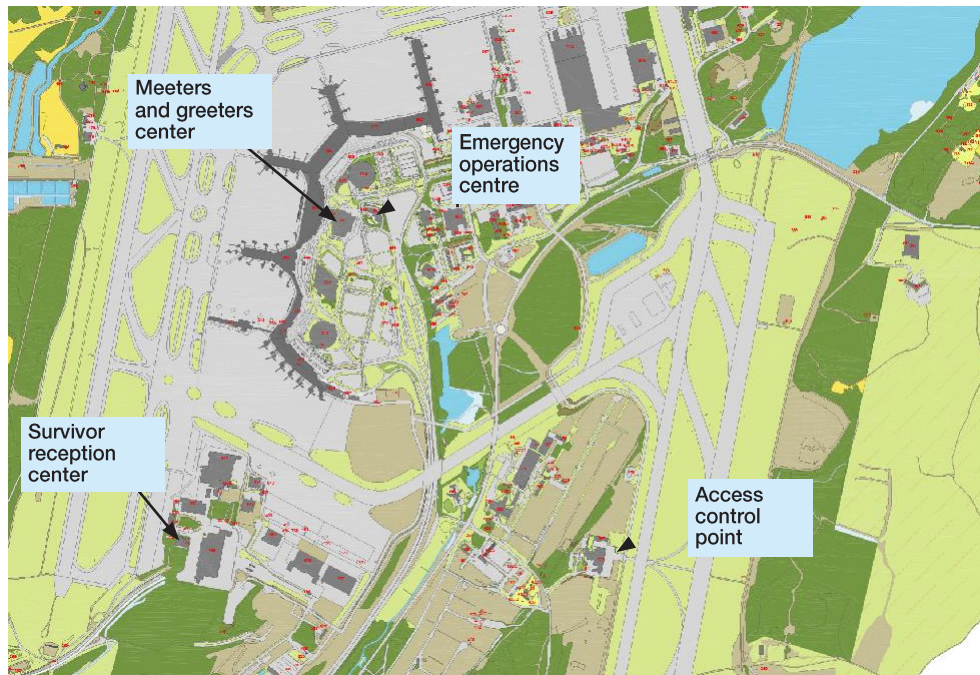
E-mail: sasc.support@swedavia.se

The Airport Technical & Operative Supervisor (ATOS)

ATOS has overall responsibility for rapid-response measures for technical facilities at the airport. Tel: 010-109 15 10.

Important sites at Stockholm Arlanda Airport

Contact the APOC Supervisor at tel: 010-109 13 00 if rooms or locations for crisis management are needed.



Control point – access to the airport

The airport's access control point is located at the Fire Station East.

Emergency operations center

The emergency operations center is a specially prepared command and control facility that the airport will use in case of a crisis situation. The center is located in the Tower.

Survivor reception center, B195

The survivor reception center is in a secluded part of the airport on the airside. Building B195 is the survivor reception center.

Centre for meeters and greeters and for reunion

The center for meeters and greeters and for reunion is set up when there is a major incident where the families/friends of those affected can gather for information and to reunite.

The meeters and greeters center is at one of the Clarion Hotels or at another location appointed by the APOC Supervisor.

Assembly room for media

Room appointed by the APOC Supervisor

Assembly point for the dead and for goods

The Police are responsible for setting up an assembly point for the dead and for goods as soon as possible.

Media service in case of crisis

Press officer on call

Tel: 010-109 01 00

E-mail: press@swedavia.se

The phone number above is for media that would like to get in contact with Swedavia but is also – in case of a major incident - a contact number for airport operators.

The number goes to a switchboard to ensure that it can always be reached.

State your matter and the right person will get back to you.

Communications officer on call (JK) is responsible for coordinating the airports information. JK is a part of Swedavias crisis organization in the event of an accident or similar. JK cooperates and coordinates the work together with involved airline, rescue organization and the police

A general assignment of responsibilities regarding information for those involved is:

- **Swedavia Arlanda:**
Ongoing activities, aircraft type, number of people on board and measures implemented and planned.
- **Airline affected:**
Routines specific to the airline, training, technical questions, aircraft type, number of people on board etc
- **The Police:**
Ongoing events, police efforts, any injured, dead or missing passengers and their identity.
- **Rescue management:**
Ongoing events, rescue efforts, any people in distress or injured.
- **Medical care:**
Total medical operation, number of injured, type of injuries, treatment options, etc.

Press conference if needed

In consultation with the parties involved, Swedavia Communication department, informs relevant media about the situation

Press conference can be arranged if needed, but in general Swedavias communication department is responsible for ensuring that journalists and photographers are informed about the time and place to obtain continuous updated information about the situation.

Swedavia can, after informing the affected airline, decide to arrange a photo opportunity. The police decide if photographs can be taken in the cordoned area.

Airport Rescue Service

The main task of Airport Rescue Services is to maintain staff and equipment for rescue efforts connected with aviation operations at the airport.

The Rescue Services' operations department is organized with one Airport Rescue Officer, two Rescue Officer and eleven firefighters and one nurse, who are on duty around the clock.

The staff is divided between two fire stations, which are located next to each of the runways. Airport Rescue Services carry out systematic fire prevention work. This entails planning, documenting, training, holding exercises, inspecting and following up on fire protection work.

Chief Fire Officer

Tel: 010-109 14 65

Airport Rescue Officer

Tel: 010-109 14 50 (24 h)

Person in charge of fire protection

Tel: 010-109 14 73

Equipment and staffing at each fire station:

Fire Station East

Staffing

1 Airport Rescue Officer (ARO)
1 Rescue Officer
8 Firefighters
1 Nurse

Vehicles

3 Aircrash tenders
1 Rescue Officer vehicle
1 Rescue vehicle
1 IVPA vehicle
1 Rescue boat
2 Off road scooter
Towing equipment

Fire station City

Staffing

1 Rescue Officer
3 Firefighters

Vehicles

3 Aircrash tenders
1 Rescue Officer vehicle

Air traffic management LFV, ATS

Manager TWR Arlanda, Bromma & Gothenburg

Christopher Vozmediano

Tel: 08-797 87 70

E-mail: christopher.vozmediano@lfv.se

Flight Planning Centre

Watch Supervisor

Tel: 08-797 63 45

ATS (TWR) LFV

Watch Supervisor

Tel: 08-585 544 50

ATCC LFV

Watch Supervisor

Tel: 08-585 547 00

Stand Allocation Swedavia

Stand Allocation (24h)

Tel: 010-109 10 50

Handling Companies

Aviator

Tel: 08-585 542 40 (24 h)

Menzies Aviation

Tel: 08-797 80 34 OPS DM (05.00–01.00)

Tel: 08-797 80 70 RAMP DM (01.00–05.00)

SAS Ground Handling

Tel: 070-997 0650 (24 h)

ASE Handling

Tel: + 46 8720 0022

E-mail: arn@asehandling.com

Grafair

Tel: +46 81 20 24 655

Mob: +46-708-98 26 02

Email: marcus@grafair.se

Civil aviation authority

The Swedish Transport Agency is the government authority with responsibility for civil aviation in Sweden. Its most important task is to promote safe, cost-effective, and environmentally safe civil aviation. The Aviation Department at the Swedish Transport Agency exercises supervision over civil aviation, with a special focus on safety, and follows developments in the aviation market.

Swedish Transport Agency (Transportstyrelsen)

Aviation Department
601 73 Norrköping, Sweden
Tel: 0771-503 503
E-mail: kontakt@transportstyrelsen.se

The Swedish Transport Agency's officer on call can be reached via SOS Alarm Tel: 0771-80 09 00.

Investigation of a missing aircraft

Aeronautical search and rescue

JRCC- Joint Rescue Coordination Center is responsible for aeronautical search and rescue in the investigation of a missing aircraft as well as for rescue of an aircraft accident at sea or in Lakes Mälaren, Vänern or Vättern. The agency is also responsible for rescue efforts when an aircraft is in distress or when a danger threatens air traffic.

The effort is led by the rescue officer at the JRCC in Gothenburg. The responsibility for the rescue effort is transferred to municipality rescue service when the site of the crash is identified, and the accident site is over land (including other inland lakes, waterways, canals and harbors).

Joint Rescue Coordination Center can be reached around the clock at
Tel. 010-492 78 30 or via 112.

Investigation of an aircraft accident

The Swedish Accident Investigation Board investigates accidents and serious near accidents in civil aviation.

Swedish Accident Investigation Board (Statens haverikommission)

Box 12538
102 29 Stockholm, Sweden
Tel: 08-508 862 00
E-mail: info@havkom.se

Health and medical care

The Stockholm County Council is responsible for health care in the county.

Region Stockholm

Enheten för katastrofmedicinsk beredskap

Hälso- och sjukvårdsförvaltningen
Box 6909
102 39 Stockholm
Tel: 08-737 25 00 (switchboard)
Fax: 08-653 21 88
E-mail: landstinget@sll.se

Stockholm County Health Care, officer on call can be reached via:

SOS Alarm telephone:
08-454 28 39 or
E-mail: tib@sll.se

SOS Alarm – national emergency number 112

SOS Alarm's main task is to answer calls to the national emergency number, 112, and alert the Police, rescue service, ambulance units, maritime rescue, aeronautical search and rescue and other national rescue units. At the request of the Stockholm County Council, SOS Alarm performs medical assessments, sets priorities and dispatches the county's ambulance units.

Medical units at the airport

There is an emergency nurse stationed at Stockholm Arlanda Airport. The nurse is available around the clock (24h) every day of the year.

The nurse's main task is to respond quickly to an emergency call received through the Arlanda Security Center (Ledningscentralen) at the airport.

The emergency nurse works in close collaboration with the first response vehicle stationed at Airport Rescue Services, which is available around the clock every day of the year. The first response vehicle is dispatched by the Arlanda Security Center (Ledningscentralen).

Infectious disease control

Stockholm Arlanda Airport is a designated quarantine airport, which means that there must be a special plan to prevent the spread of infectious substances that may constitute a global threat to human health. The Stockholm County Council is responsible for coordinating work with communicable disease control.

**Communicable Disease Control and prevention
Stockholm Stockholm County Council**

Box 175 33

118 91 Stockholm, Sweden

Tel: 08-123 143 00 (switchboard) Doctor on call

Tel: 08-123 143 00 (24 h)

E-mail: registrator@smittskyddstockholm.se

National Board of Forensic Medicine

Forensic Medicine Department

Retzius väg 5

171 65 Solna, Sweden

Tel: 010-483 41 00

E-mail: rmst@rmv.se

Public order and security

The responsibilities of the Stockholm County Police include preventing crime, overseeing public order and security, conducting reconnaissance and carrying out criminal investigations.

Stockholm County Police

106 75 Stockholm, Sweden
Tel: 114 14 (switchboard)

The section of the Swedish Police that is responsible for Stockholm Arlanda Airport is the Border Police Department. The Border Police Department is responsible for border control and issues relating to foreigners for all of Stockholm County and is responsible for, among other things, passport control operations, supervision of the work with security screenings, and combating illegal migration, human trafficking and other cross-border crime.

Boarder Police Department – Stockholm Arlanda

Box 38
190 45 Stockholm-Arlanda, Sweden
Tel: 114 14 (switchboard)

Release of passenger lists

In the event of an aircraft accident, the Police will appoint an investigation officer who will begin an investigation.

Given that the Police cannot rule out that a crime has been committed, they may request passenger lists, in accordance with the Swedish Police Act Sec 25 (1984:387), from the airline.

Identification of casualties

The Stockholm County Police are responsible for carrying out the identification of casualties in case of a major incident. In Stockholm County, the Police have a standard procedure for disaster victim identification (DVI) for the investigation team at the Stockholm County Criminal Investigation Police unit. Medical staff works together with the Police and help in their work to identify victims as well as at the accident site, emergency care hospitals and treatment centers.

Border protection

Swedish Customs is a state authority that monitors the flow of goods into and out of Sweden and is responsible for effective border protection.

Swedish Customs operates in terminals 2 and 5.

Tel: 08-4050570

Municipality of Sigtuna

Stockholm Arlanda Airport is located in the Municipality of Sigtuna. The airport works in close collaboration with the municipality. The responsibilities of the Municipality of Sigtuna include local search and rescue. The municipality also bears ultimate responsibility for ensuring that people in the municipality get the support and help they need.

Municipality of Sigtuna

195 85 Märsta, Sweden

Tel: 08-591 260 00 (switchboard)

E-mail: kontaktcenter@sigtuna.se

The Attunda Fire and Rescue Service is responsible for search and rescue in the Municipality of Sigtuna. Their task comprises all rescue efforts and all work to prevent accidents in the municipality.

Attunda Fire and Rescue Service

Pommernvägen 1

192 70 Sollentuna, Sweden

Tel: 08-594 696 00 (switchboard)

E-mail: mail@brandkaren-attunda.se

Other organizations

Airport minister

A minister from the Church of Sweden works at the airport. The minister offices are adjacent to the Multi-Faith room, which is located in Sky City. The Multi-Faith room is open to anyone, regardless of their religion, who would like a moment of quiet between 5.00 a.m. and 10.00 p.m.

Tel: 08-594 408 40

Interpreters

Certified interpreters can be contacted through the Stockholm County Police, the Municipality of Sigtuna, the Stockholm County Council, the Swedish Defense Language School and the relevant embassy.

Red Cross

Red Cross is a voluntary organization that can assist in a crisis or major incident at Stockholm Arlanda Airport. The Red Cross is activated by the APOC Supervisor.

Emergency Training Group (ETG)

The Emergency Training Group (ETG) and Swedavia has been operating at Stockholm Arlanda Airport since 2002. ETG consists of representatives from the airport's security contractor, the Arlanda Border Police Department, LFV, JRCC, the Swedish Police in Stockholm County, the local fire and rescue service, SOS Alarm, the Stockholm County Council, airlines and ground handling companies working at Stockholm Arlanda Airport.

ETG's operational task entails creating close cooperation between the companies and organizations at the airport as well as increasing knowledge about how the different organizations work, for instance, in the event of a major accident or other type of major incident. The group works to create conditions for smooth cooperation, effective implementation of measures and an allocation of resources based on needs. In accordance with the Swedish Transport Agency's regulations and general guidelines, exercises shall be carried out at airports at specified intervals.

ETG conducts training with the different organizations, and its aim is to have participants take part in training sessions on a step-by-step basis. The training sessions are held in three stages. Level 1 is a computer-based training. Level 2 is an exercise for commanding officers in which an airline or ground handling company involved works with organizations responsible for such operations in a scenario that includes an aircraft accident. Level 3 is a more comprehensive exercise that is planned in the form of a project. ETG works in the role of advisor and exercise resource in this process.

Planning

Contact person

Jenny Mellberg, Crisis Manager, Swedavia, Stockholm Arlanda Airport

Tel: 010-109 00 00

E-mail: jenny.mellberg@swedavia.se

Governing documents

Airport Regulations (AR)

www.swedavia.net

Everyone who has signed up for the AR distribution list will receive a notification by e-mail each time an AR is updated.

Notes

