
Rescue Operation Plan, Stockholm Arlanda Airport



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Accident with known accident site Air Traffic Service

Fact box:

- Aircraft type
- Accident site
- Total number on board
- Dangerous goods, UN no., quantity, place

1. Sound Accident
2. Inform Incident Commander (IC) as per fact box
3. Phone airport alarm centre and request a three-way call with Joint Rescue Coordination Centre (JRCC), SOS national alarm service
4. Inform airline and obtain additional information
5. Inform Airport Director

Presumed accident or accident with unknown accident site Air Traffic Service

Fact box:

- Aircraft type
 - Incident
 - Total number on board
 - Probable/most recent location
 - Course, Speed, Altitude
 - Dangerous goods; UN no., quantity, location
 - Other
1. Phone JRCC via airport alarm centre. JRCC decides in consultation with TWR if/when Accident is to be sounded.
 2. Inform IC per fact box:
 3. Once the accident site is known – proceed to Red checklist without sounding Accident.

Full emergency Air Traffic Service

Fact box:

- Aircraft type
 - Cause of alert
 - Total number on board
 - Estimated landing time
 - Landing runway
 - Dangerous goods; UN no., quantity, location
 - Other
1. Raise Full emergency
 2. Inform IC per fact box
 3. Phone airport alarm centre and request three-way call with JRCC, SOS
 4. Inform airline and obtain additional information
 5. Aircraft accident – proceed to Red/Yellow checklist

Accident with known accident site Arlanda Security Center

1. For an Accident, listen to the airport radio, conversations between Air Traffic Service (ATS) and IC.
2. Write down information about:
 - Location of the accident site
 - Aircraft type
 - Total number on board
 - Information of relevance
3. If rescue forces are out of hearing range for alert signals, RAISE THE ALERT with the Airport Rescue Officer (ARO) on duty.
4. Contact the following and provide information as per point 2.
 - Announce using intercom no. 005 "GENERAL ANNOUNCEMENT, ACCIDENT WITH KNOWN ACCIDENT SITE". Provide brief information about known facts, repeat twice.
 - Use group search according to Arlanda Security Center (LC) position instructions LC 051:001.15.3
5. Send for Security Services, Arlanda standby force using "Rond" (order form).
6. Order a security vehicle to the Arlanda rendezvous point as per LC.
7. Inform coordinator of Swedavia Field unit about the accident situation.
8. Keep meticulous notes with the times of measures taken.
9. Fire engines, note time the alert was raised, arrival, cancellation of alert and return home.

Presumed accident or accident with unknown accident site Arlanda Security Center

1. For an Accident, listen to the airport radio, conversations between ATS and IC.
2. Write down information about:
 - Likely location of aircraft accident area
 - Aircraft type
 - Number of people on board
 - Instructions for search
3. If rescue forces are out of hearing range for alert signals, RAISE THE ALERT with the ARO on duty.
4. Contact the following and provide information as per point 2.
 - Announce using intercom no. 005 "GENERAL ANNOUNCEMENT, ACCIDENT/PRESUMED AIRCRAFT ACCIDENT WITH UNKNOWN ACCIDENT SITE". Provide brief information, repeat twice.
 - Use group search as per Arlanda Security Center position instructions LC 051:001.15.3
5. Send for Security Services, Arlanda standby force using "Rond" (order form)
6. Order security vehicle to Arlanda rendezvous point as per LC checklist.
7. Upon request from IC, send a security vehicle (preferably all-wheel drive) to designated place, for transport of fire commander, who should carry out radio direction-finding for the distress beacon.
8. Keep meticulous notes with the times of measures taken.
9. Fire engines, note time the alert was raised, arrival, cancellation of alert and return home.

Full emergency Arlanda Security Center

1. After alert sounds, listen to airport radio and write down information about:
 - Cause of the alert
 - Aircraft type
 - Problem or likely problem
 - Estimated landing time + landing runway
 - Number of people on board
 - Commander's assessment
2. If rescue forces are out of hearing range for alert signals, RAISE THE ALERT with the ARO.
3. Contact the following and provide information as per point 1.
 - Arlanda Police
 - Announce using intercom no. 005 "GENERAL ANNOUNCEMENT, FULL EMERGENCY. Provide brief information, repeat twice.
 - Use group search as per LC position instructions LC 051:001.15.3
4. Order a security vehicle to the Arlanda rendezvous point as per LC checklist.
5. Prepare Security Services, Arlanda's standby forces using "Rond" (order form).
6. Note landing time.
7. After cancellation from OC/Rescue Leader (RL), announce over intercom system: "GENERAL ANNOUNCEMENT; FULL EMERGENCY IS OVER", repeat twice.
8. Announce cancellation to all parties identified in point 3.
9. Fire engines, note time alert was raised, arrival, cancellation of alert and return home.

Accident, known accident site Arlanda Airport Rescue & Firefighting Service

IC Station East/City

- Contact TWR
- Lead first responders to the wrecked/disabled aircraft.
- Coordinate the Airport rescue service resources at the wrecked/disabled aircraft

ARO

- Decide on allocation of airport rescue service resources
- Submit situation report to arriving Rescue leader (RL)
- Set up accident site command post with Local Operation Commander, Medical Sector Leader and Police On-Site Commander

Airport Rescue Service and local rescue resources in accident		
Rescue service	Units	Number
Airport rescue service	ARO Airport Rescue Officer	1
Airport rescue service	Incident Commander	2
Airport rescue service	Airport fire-fighter	11
Airport rescue service	Nurse	1
Airport Rescue Service	Air crash tender	6
Airport rescue service	Decontamination vehicle	1
Airport rescue service	All-terrain vehicle	2
Airport rescue service	Water Rescue	1
Airport rescue service	Medical vehicle	1
Local rescue service	Fire Commander on Duty	2
Local rescue service	Mobile Commander	2
Local rescue service	Fire trucks	3
Local rescue service	Emergency response trailer	1

Presumed accident or accident with unknown accident site Arlanda Airport Rescue & Firefighting Service

ARO

- Contact TWR
- Lead direction finding efforts
- Submit situation report to arriving RL

IC Station East/City

- As per orders from ARO

Airport Rescue Service and local rescue resources in accident		
Rescue service	Units	Number
Airport rescue service	ARO Airport Rescue Officer	1
Airport rescue service	Incident Commander	2
Airport rescue service	Airport fire-fighter	11
Airport rescue service	Nurse	1
Airport Rescue Service	Air crash tender	6
Airport rescue service	Decontamination vehicle	1
Airport rescue service	All-terrain vehicle	2
Airport rescue service	Water Rescue	1
Airport rescue service	Medical vehicle	1
Local rescue service	Fire Commander on Duty	2
Local rescue service	Mobile Commander	2
Local rescue service	Fire trucks	3
Local rescue service	Emergency response trailer	1

Full emergency Arlanda Airport Rescue Service

IL Station East/City

- Contact TWR
- Decide on tactical allocation of airport rescue service resources
- Set up direct radio link to pilot in question with help of TWR

ARO

- Decide on allocation of airport rescue service resources
- Situation report to arriving RL
- Set up accident site command post with local rescue service Operation Commander, Medical Sector Leader and Police Response Commander

Airport Rescue Service and local rescue resources in accident		
Rescue service	Units	Number
Airport rescue service	ARO Airport Rescue Officer	1
Airport rescue service	Incident Commander	2
Airport rescue service	Airport fire-fighter	11
Airport rescue service	Nurse	1
Airport Rescue Service	Air crash tender	6
Airport rescue service	Decontamination vehicle	1
Airport rescue service	All-terrain vehicle	2
Airport rescue service	Water Rescue	1
Airport rescue service	Medical vehicle	1
Local rescue service	Fire Commander on Duty	1
Local rescue service	Mobile Commander	2
Local rescue service	Fire trucks	3
Local rescue service	Emergency response trailer	1

Accident known accident site Local rescue service Attunda Fire & Rescue

Accident with known accident site	
Unit	Number
Fire Commander on Duty	2
Mobile Commander	2
Fire trucks	3
Emergency response trailer	1

The first unit alerted goes to accident site. Remaining rescue forces go to rendezvous point.

The units below can be alerted depending on the site, aircraft type and number of people.

Unit	Number
Fire trucks	1-7
Emergency response trailer	1-3
All-terrain vehicle	1-4

Chief Operations Officer

- Establish contact with JRCC
- Designate rendezvous point in consultation with JRCC
- Decide on allocation of resources
- Inform Rescue Commander on Alert
- Inform chief operations officer at neighbouring rescue service centre

Rescue leader (On Scene Commander OSC)

1. Three-way conversation between JRCC, SOS and TWR
2. Go to rendezvous point or accident site
3. Upon arrival:
 - Establish communication with Police Response Commander (PRC), Medical Coordinator and rescue units at rendezvous point.
 - Plan and prepare reinforcements and regroupings.
 - Appoint a Communications Commander from the rescue service in Swedavia's operations management group Crisis Management Centre (CMC) Station East.
 - Appoint Coordinator at rendezvous point
4. Plan, decide on and set up:
 - Command centre
 - Cordons
 - Staging area

Mobile Commander becomes On-Site Commander when RL arrives.

Presumed accident or accident with unknown accident site

Local rescue service Attunda Fire & Rescue

Accident with known accident site	
Unit	Number
Fire Commander on Duty	2
Mobile Commander	2
Fire trucks	3
Emergency response trailer	1

The first unit alerted goes to accident site. Remaining rescue forces go to rendezvous point.

The units below can be alerted depending on the site, aircraft type and number of people.

Unit	Number
Fire trucks	1-7
Emergency response trailer	1-3
All-terrain vehicle	1-4

Chief Operations Officer

- Establish contact with JRCC
- Designate rendezvous point in consultation with JRCC
- Decide on allocation of resources
- Plan and prepare regrouping and communication in consultation with JRCC
- Inform Rescue Commander on Alert
- Inform chief operations officer at the neighbouring rescue service centre (RSC)

Rescue leader

1. Three-way conversation between JRCC, SOS and TWR
2. Go to rendezvous point or accident site
3. Upon arrival:
 - Establish communication with PRC, Medical Coordinator and rescue units at rendezvous point.
 - Plan and prepare reinforcements and regroupings.
 - Appoint a Communications Commander from the rescue service in Swedavia's operations management group Crisis Management Centre (CMC) Station East.
 - Appoint Coordinator at rendezvous point

Full emergency Local rescue service Attunda Fire & Rescue

Full emergency	
Unit	Number
Fire Commander on Duty	1
Mobile Commander	2
Fire trucks	3
Emergency response trailer	1

The first unit alerted goes to accident site.

Remaining rescue forces go to Arlanda rendezvous point or following orders from Greater Stockholm Rescue Centre (SSRC).

Chief Operations Officer

1. Three-way conversation with JRCC, SOS and TWR

Rescue Commander on Alert (RCB)

1. Three-way conversation with JRCC, SOS and TWR
2. Go to Arlanda rendezvous point
3. Upon arrival:
 - Establish contact with PRC, Medical Coordinator and rescue units at rendezvous point
 - Plan and prepare reinforcements and regroupings
 - Appoint Coordinator at rendezvous point

Accident with known accident site Station Officer Arlanda Police

1. Alert is raised, note:
 - Location of accident site (SWEREF 99)
 - Number of people on board
 - Aircraft type
2. Set up communication.
3. Order available staff from Arlanda Airport Police to designated rendezvous point.
4. Establish contact with Duty Officer at Regional Communications Centre (RCC). Prepare hand-off of communication function.
5. Ensure necessary equipment is at designated rendezvous point.
6. Prepare reception facilities for relatives and friends in consultation with Duty Officer at RCC.

Presumed accident or accident with unknown accident site Station Officer Arlanda Police

1. Alert is raised, note:
 - Estimated landing time and runway
 - Problem or presumed problem
 - Number of people on board
 - Aircraft type
2. Set up communication.
3. Order available staff from Arlanda Airport Police to designated rendezvous point.
4. Establish contact with Duty Officer at RCC. Prepare hand-off of communication function.
5. Listen to airport radio.
6. Prepare operation according to Red page.

Full Emergency Station Officer Arlanda Police

1. Alert is raised, note:
 - Estimated landing time and runway
 - Problem or presumed problem
 - Number of people on board
 - Aircraft type
2. Set up communication.
3. Order available staff from Arlanda Airport Police to designated rendezvous point.
4. Establish contact with Duty Officer at RCC. Prepare hand-off of communication function.
5. Listen to the airport radio.
6. Prepare operation according to Yellow or Red page.

Accident with known accident site

Police Duty Officer

Regional Communications Centre

Region Stockholm

1. Alert is raised, note:

- Location of accident site (SWEREF 99)
- Number of people on board
- Aircraft type

2. Order available reinforcements to designated rendezvous point. Alert helicopter.

3. Establish contact with Arlanda Station Officer.

4. Appoint PRC.

Note: Normally, the Regional Operation Commander (ROC) should be appointed PRC, and the Mobile Commander, Arlanda should be appointed Deputy PRC.

5. After consulting with Arlanda Station Officer, take over communication function from Arlanda Communications Centre if considered appropriate.

6. Organise command staff, inform Regional Criminal Investigation Department.

7. Inform RCC in adjacent county if necessary.

8. Prepare reception facilities for relatives and friends in consultation with Arlanda Station Officer.

**Presumed accident or accident with
unknown accident site
Police Duty Officer
Regional Communications Centre
Region Stockholm**

1. Alert is raised, note:

- Approximate location of accident site (SWERED 99)
- Number of people on board
- Aircraft type

2. Order available reinforcements to designated rendezvous point. Alert Helicopter.

3. Establish contact with Arlanda Station Officer.

4. Appoint PRC.

Note: Normally, the ROC, and the Mobile Commander, Arlanda should be appointed Deputy PRC.

5. After consulting with Arlanda Station Officer, take over communication function from Arlanda Communications Centre if considered appropriate.

6. Organise command staff, inform Regional Criminal Investigation Department.

7. Inform RCC in adjacent county if necessary.

8. Prepare operation as per Red page.

Full emergency Police Duty Officer Regional Communications Centre Region Stockholm

1. Alert is raised, note:

- Estimated landing time and runway
- Problem or likely problem
- Number of people on board
- Aircraft type

2. Order available reinforcements to designated rendezvous point.

3. Establish contact with Arlanda Station Officer.

4. Appoint Police Response Commander.

Note: Normally, the ROC

should be appointed Police Response Commander, and the Mobile Commander (YB), Arlanda should be appointed Deputy Police Response Commander.

5. After consulting with Arlanda Station Officer, take over communication function from Arlanda Communications Centre if this is considered appropriate.

6. Prepare operation as per Yellow or Red page.

Accident with known accident site Police Response Commander

1. Go to designated mobile command post, establish contact with Operation Commander.
2. Establish contact with Police Response Commander (PRC), Deputy PRC Arlanda/Mobile Commander on the way there.
3. Appoint on-scene commanders as necessary
 - Rendezvous point
 - Accident site
 - Staging area
 - Registration
 - Traffic rules
 - Cordons
 - Ground search

Note: Arlanda Mobile Commander leads the operation in his/her capacity as Deputy PRC until On-Site Commander decides otherwise.

Presumed accident or accident with unknown accident site Police Response Commander

1. Go to designated command post, establish contact with Operation Commander and acting local operation commander.
2. Establish contact with PRC, Deputy PRC/Mobile Commander Arlanda on the way there.
3. Appoint on-scene commanders and give standby orders for operation as per Red page. Note the need for alternative rendezvous points depending on likely touchdown point.
4. Organise ground search in collaboration with OC.
5. Prepare operation as per Red page.

Note: Arlanda Mobile Commander leads the operation in his/her capacity as Deputy PRC until On-Site Commander decides otherwise.

Full emergency Police Response Commander

1. Go to designated command post, establish contact with Operation Commander and acting local operation commander.
2. Establish contact with PRC, Arlanda Mobile Commander on the way there.
3. Appoint on-scene commanders and give standby orders for operation as per Red page. Note the need for alternative rendezvous points depending on likely touchdown point.
4. Organise ground search in collaboration with OC.
5. Prepare operation as per Red page.

Note: Arlanda Mobile Commander leads the operation in capacity as Deputy PRC until the On-Site Commander decides otherwise.

Accident with known accident site

Medical service Stockholm County Council Emergency Preparedness Unit

1. Measures 1-5 as per Green checklist, Full emergency.

In addition

2. Emergency medical vehicle alerted to go to rendezvous point
3. Air ambulance alerted to go to rendezvous point
4. Medical team from Norrtälje Hospital and Danderyd Hospital alerted and transported to rendezvous point.
5. Officer on Alert (OA) contacted and makes decision on admitting hospitals. Hospitals contacted and informed about the situation.
6. Three-way conversation as per instructions carried out between Airport Duty Manager (ADM), Municipality of Sigtuna and OA.
7. Based on information about the situation provided, OA assesses need for additional medical resources.
8. OA determines which alert phase is in effect for Regional Disaster Medical Management (RDMM)
9. Coordinator from the County Council can be appointed OA and sent to staffs of participating government authorities.

Presumed accident or accident with unknown accident site

Medical service Stockholm County Council Emergency Preparedness Unit

1. Measures 1-5 as per Green checklist, Alert I/Alert II.
2. In addition
3. Emergency medical vehicle alerted to go to rendezvous point
4. Air ambulance alerted to go to rendezvous point
5. Medical team from Norrtälje Hospital and Danderyd Hospital alerted and transported to rendezvous point.
6. OA contacted and makes decision on admitting hospitals. Hospitals contacted and informed about the situation.
7. Three-way conversation as per instructions carried out between Airport Duty Manager (ADM), Municipality of Sigtuna and OA.
8. Based on information about the situation provided, OA assesses need for additional medical resources.
9. OA determines which alert phase is in effect for RDMM.
10. Coordinator from the County Council can be appointed OA and sent to staffs of participating government authorities.

Full emergency Medical service Stockholm County Council Regional Emergency Preparedness Unit

1. Command unit alerted to go to rendezvous point at the same time as rescue service.
2. Ambulance alerted to go to rendezvous point.
3. OA informed about the situation.
4. Uppsala University Hospital informed via SOS Alarm.
5. Ambulance resources across the county are assessed. SOS Alarm handles routing of ambulances.
6. Normally alert phase not raised for Regional Emergency Preparedness Unit (REPU).

Direction finding, Joint Rescue Coordination Center

1. Joint Rescue Coordination Centre (JRCC) oversees the search and rescue as well as command of direction finding teams.
2. When JRCC and TWR decide that direction finding is to be carried out, this should be done as per Tab 1, YELLOW checklist)
3. TWR contacts ARO and requests direction finding
4. TWR reports bearing received from TWR and/or last known location
5. ARO decides on organisation of the airport's rescue forces
6. OC travels to the area in question and conducts direction finding. The area is reported to JRCC via TWR. OC should have continuous contact with JRCC via TWR in determining position using GPS.
7. If the direction finding effort does not yield results or other information has been received, JRCC decides in consultation with TWR and IC on a new area for direction finding.

Psychological and social support to affected Arlanda

The support that the airport and organisations involved can provide following a decision to do so is psychological and social support in the reception area in conjunction with an incident occurring.

Swedavia, the Municipality of Sigtuna or the County of Stockholm may each initiate a three-way call to launch and assess an operation.

Contact information

Swedavia, Stockholm Arlanda Airport – ADM
Tel: 010-109 13 00 or 0708-91 62 20

Municipality of Sigtuna – OA in charge
Tel. 073-661 39 64

Stockholm County Council – OA in charge is reached via SOS Alarm
Tel: 08-454 2020

Support conversation in a three-way call

- What has happened?
- What services are needed? (medical care, social services and psychological and social support)
- What resources are needed? (personal – number, skills and materials)
- What preparations have already been made, are planned or are needed?
- Who is responsible for what in the continuing work? (for instance, children on their own)
- Who is in charge of coordination?
- Who should be involved with the continuing cooperation?
- When and in what way should the next three-way call take place?

Venue

Swedavia's ADM is the contact person and coordinator for any decision on venues and their placement in service.

Map material/Rendezvous point Arlanda Aiport Rescue Service

All forces alerted to Arlanda gather at the Arlanda rendezvous point.

The police are responsible for the parking of vehicles and regulation of traffic with assistance from commander of Attunda Fire & Rescue.

Guiding of vehicles from rendezvous point to site ordered by RL or PRC is handled by the airport's security services contractor and Airport Technical Operations Supervisor (ATOS).

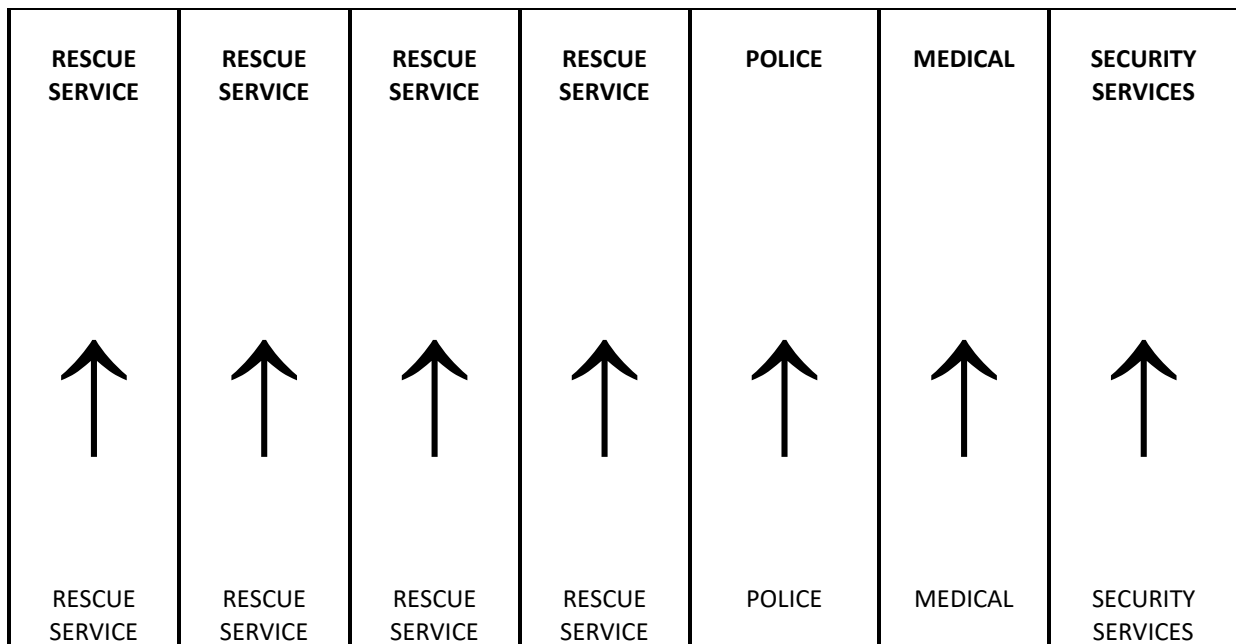
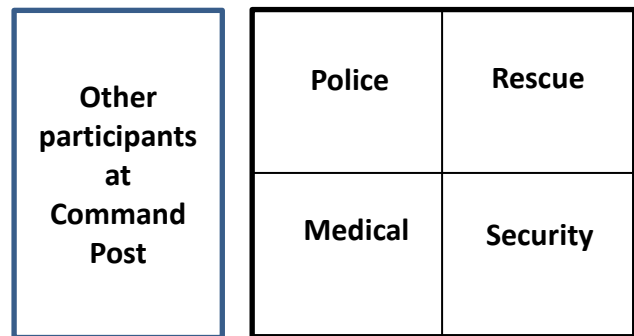
Alternative rendezvous points	Route number on operation map
Brunnby	26-58
Karby	22-67
Skånela	08-22
Lunda	18-71
Norrsunda	09-63

At the Arlanda rendezvous point, there are operation maps of the vicinity including descriptions of:

- Rescue routes
- Tracked vehicle routes
- Alternative rendezvous points
- Operation map 1:25,000

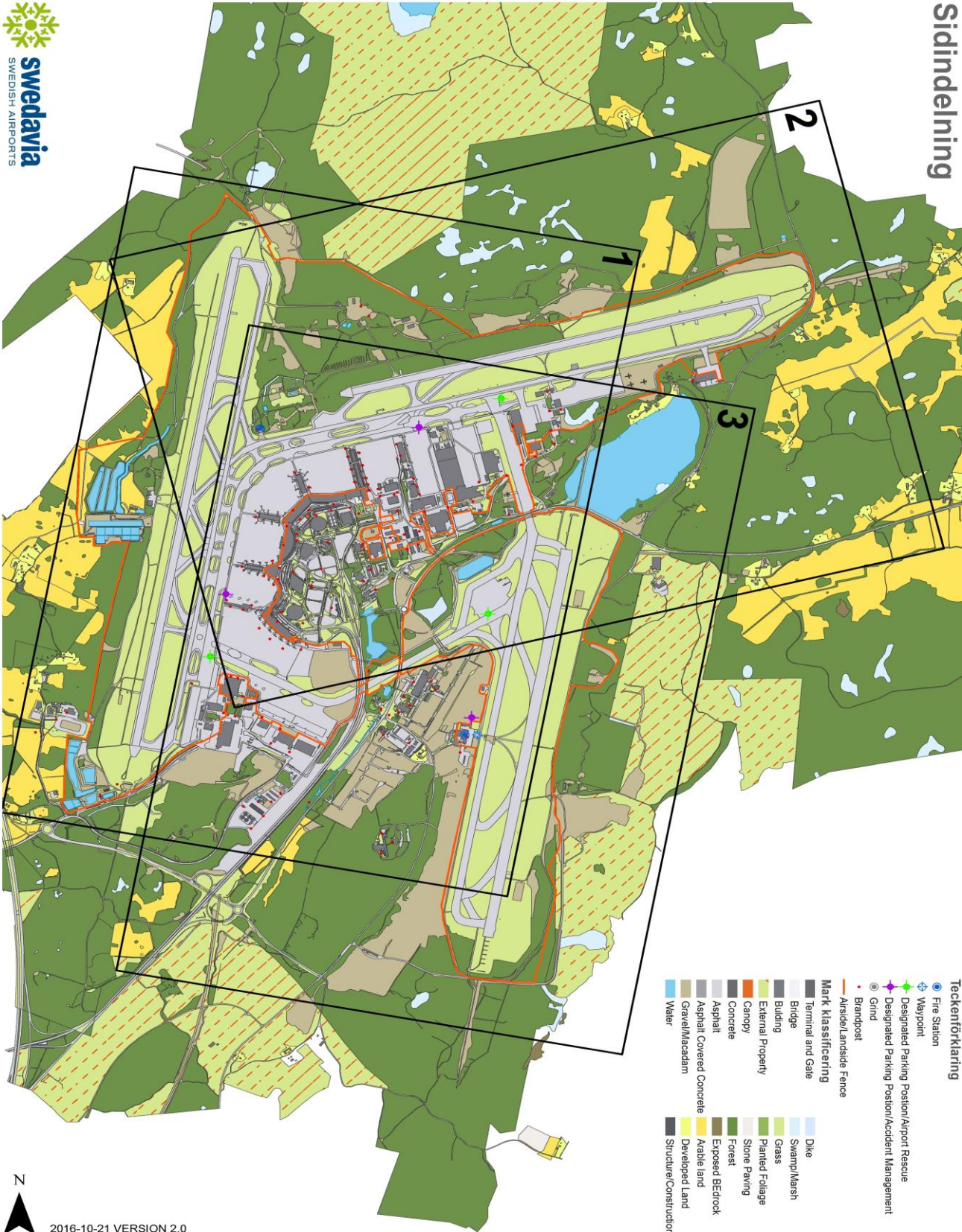
Parking of rescue vehicles at Arlanda rendezvous point Airport Rescue Service

Command Post/Command Vehicle



**Arlanda rendez-
vous point**

Sidindelning

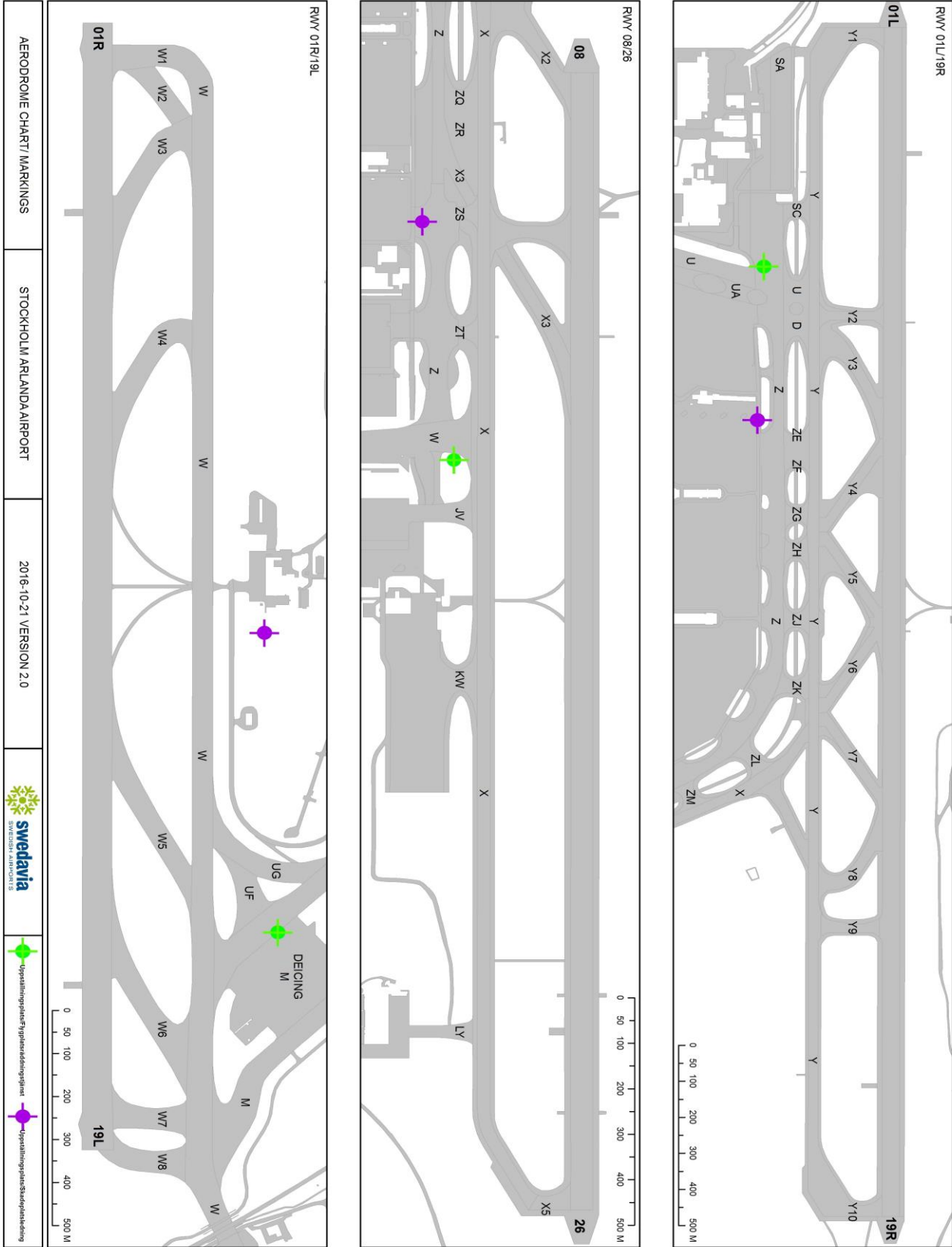




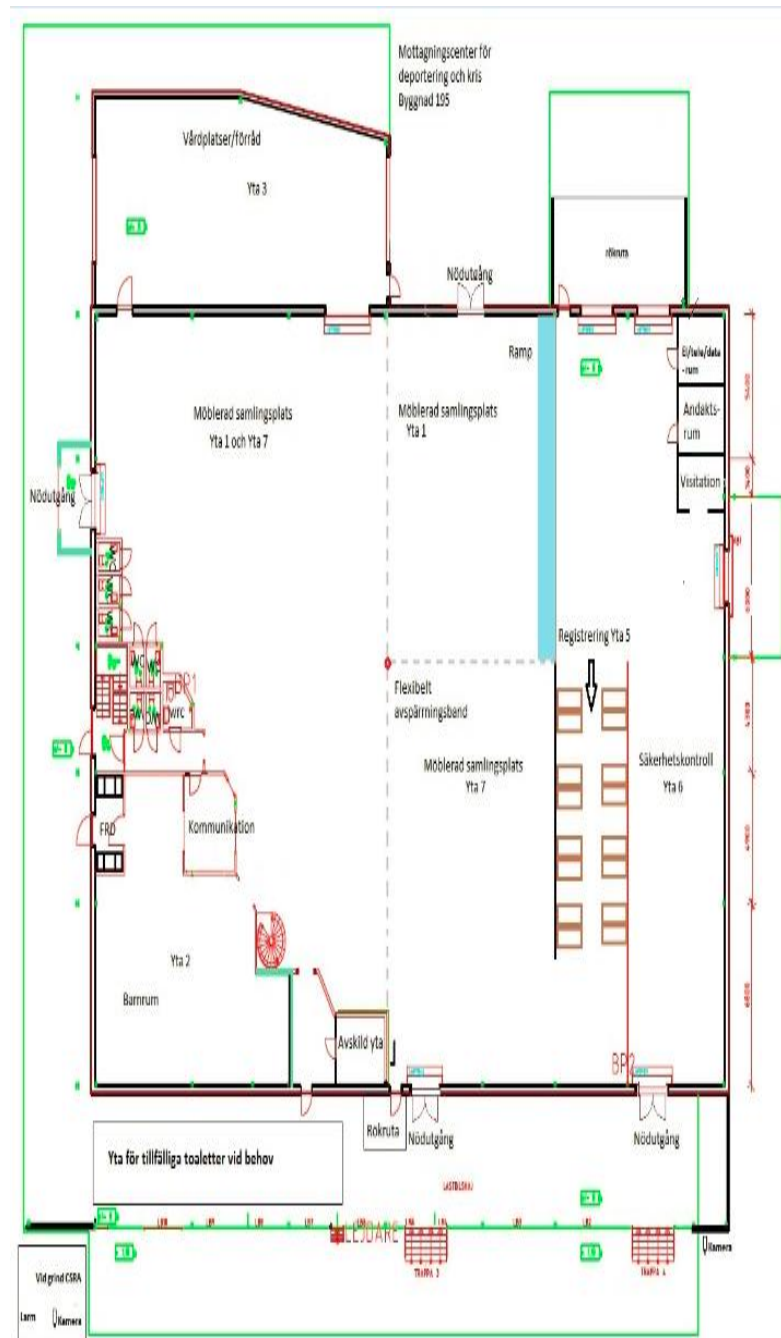








Plan över Reception Center



Communication

Rescue service

Radio channels for search and rescue communication

Rescue service	Alert	Arrival	Accident site	Coordination
Attunda Fire & Rescue	RAKEL	RAKEL	RAKEL	RAKEL
Greater Stockholm Fire Brigade	RAKEL	RAKEL	RAKEL	RAKEL
Swedavia Rescue Service	RAKEL Airport Radio	RAKEL Airport Radio	RAKEL Airport Radio	RAKEL Airport Radio
Norrtälje Rescue Service	RAKEL	RAKEL	RAKEL	RAKEL
Uppsala Rescue Service	RAKEL	RAKEL	RAKEL	RAKEL

In a rescue operation, Swedavia and local rescue service communicate using the designated RAKEL channel. Swedavia's units communicate internally via Airport Radio, which is used in the airport's areas of responsibility.

All rescue units en route to the rendezvous point must listen to the RAKEL channel. Upon arrival, they report that they have arrived (orally via the designated accident site channel) to the rendezvous point commander. This person reports the arrival to SRR-C and the Operation Commander.

Medical services

Communication chart for medical services

County council	Alert	Arrival	Accident site	Coordination
Stockholm	RAKEL	RAKEL	RAKEL	RAKEL
Uppsala	RAKEL	RAKEL	RAKEL	RAKEL

Helicopters in Stockholm use the designated RAKEL channel
Helicopters from Uppsala use the designated RAKEL channel

Police

Communication chart for medical services

Unit	Alert	Arrival	Accident site	Coordination
Arlanda Police	RAKEL	RAKEL	RAKEL	RAKEL
Regional Emergency Preparedness Unit	RAKEL	RAKEL	RAKEL	RAKEL
Other	RAKEL	RAKEL	RAKEL	RAKEL

General principles

The rescue operation plan is published in accordance with the EASA EU 139/2014 (AMC1 ADR.OPS.B.005(b)) and in consultation with:

- Municipality of Sigtuna
- Rescue services in Northern Greater Stockholm, Uppsala and Norrtälje
- Stockholm County Police
- Stockholm County Council
- Air Navigation Services
- Aeronautical Rescue Coordination Centre
- Arlanda Airline Operator Committee (AOC)

The rescue operation plan is an operational document. The material is used when an alert is sounded and is the basis for rescue operations and preventive actions in effect at Stockholm Arlanda Airport.

The rescue operation plan applies to incidents that have occurred in the airport area as well as the approach sector extending to a distance of 1000 m from the landing threshold. For incidents outside this area, the airport rescue service may be dispatched in full or in part following a directive from the operation commander.

The rescue operation plan is published in Swedish and English at www.swedavia.net/Arlanda. Swedavia is responsible for revising and publishing the plan. Government authorities and rescue organisations report changes in their own organisation that entail a revision in the rescue operation plan to:

Stockholm Arlanda Airport
Lars Johansson
190 45 Stockholm-Arlanda
Tel: 010-109 14 65
E-mail: lars.johansson@swedavia.se

Rescue service organisation for Attunda Fire & Rescue and Arlanda Airport Rescue Service in the event of major accidents and disasters

RESPONSIBILITIES AND DUTIES

Responsibilities

Under the Swedish Civil Protection Act 2003:778 and EASA EU 139/2014 (AMC1 ADR.OPS.B.005(b)), the municipalities and Swedavia shall each be responsible for search and rescue. The rescue operation shall be prepared and organised in such a way that the operation can begin within an acceptable amount of time and in an optimally efficient manner.

Swedavia is responsible for preparing a rescue operation plan. It should include a description of the coordination of participating organisations as well as information about the resources available to the rescue leader. Every party has an obligation to take part in planning and exercises.

Tasks

The main task is to “save lives, property and the environment” in an accident and where there is an immediate danger of an accident. Preventive work is carried out by preventing and limiting damage in accidents that have already occurred. This may involve training in active fire extinguishing systems and the development of standard procedures. If an accident occurs, the basic tactical focus is on:

- Saving lives
- Eliminating the source of damage/injuries
- Limiting the extent of damage/injuries
- Delaying the spread of damage/injuries

COMMAND ORGANISATION

Rescue service command in the accident area

Function	Responsibility
Rescue leader(RL) On Scene Commander (OSC)	Leads and is responsible for a rescue operation in which one or more rescue forces take part. There may be commanders under the RL who lead different parts of the rescue operation.
Rescue command team	RL and rescue staff. The command team may also include the Police Response Commander (PRC)/on-scene medical officer and experts from other operations.
Rescue staff	Assists OC in leading the rescue operation by preparing and implementing OC's decisions.
On-Site Commander	Fire commander under RL who leads the immediate rescue work at the accident site.
Chief Operations Officer	Leads and coordinates the work of the staff at the Rescue Centre Stockholm Region (SSRC).
Staging Area Commander	Is responsible for the area specially partitioned for triage, where the injured are assigned priority, treated and registered before being transported. Also responsible for ensuring that goods, the uninjured and dead are assembled in special collecting points for handling, registration and identification, respectively.
On-Loading Commander	Responsible for placing injured in ambulance, helicopter or the like for transport to care facility in a specially partitioned area.
Reloading Commander	Responsible for reloading injured to another transport mode in a specially partitioned area.

Chief Fire Officer on Duty

- The Chief Fire Officer on Duty has overall responsibility for rescue operations in the field of standby operations, in accordance with the operational management strategy for Rescue Centre Stockholm Region.

Organisation of Police in serious incidents

A serious incident is considered to be an incident that is feared to have or has occurred, regardless of whether it involves a crime or other disruption in general order or safety, that is so extensive or serious that the police must organise, command and use their resources following particular regulations in order to carry out their tasks.

RESPONSIBILITIES AND TASKS

Responsibilities

The purpose of the police is expressed in section 1 of the Police Act:

Prevent and investigate crime, respond to emergencies and ensure public safety

Tasks

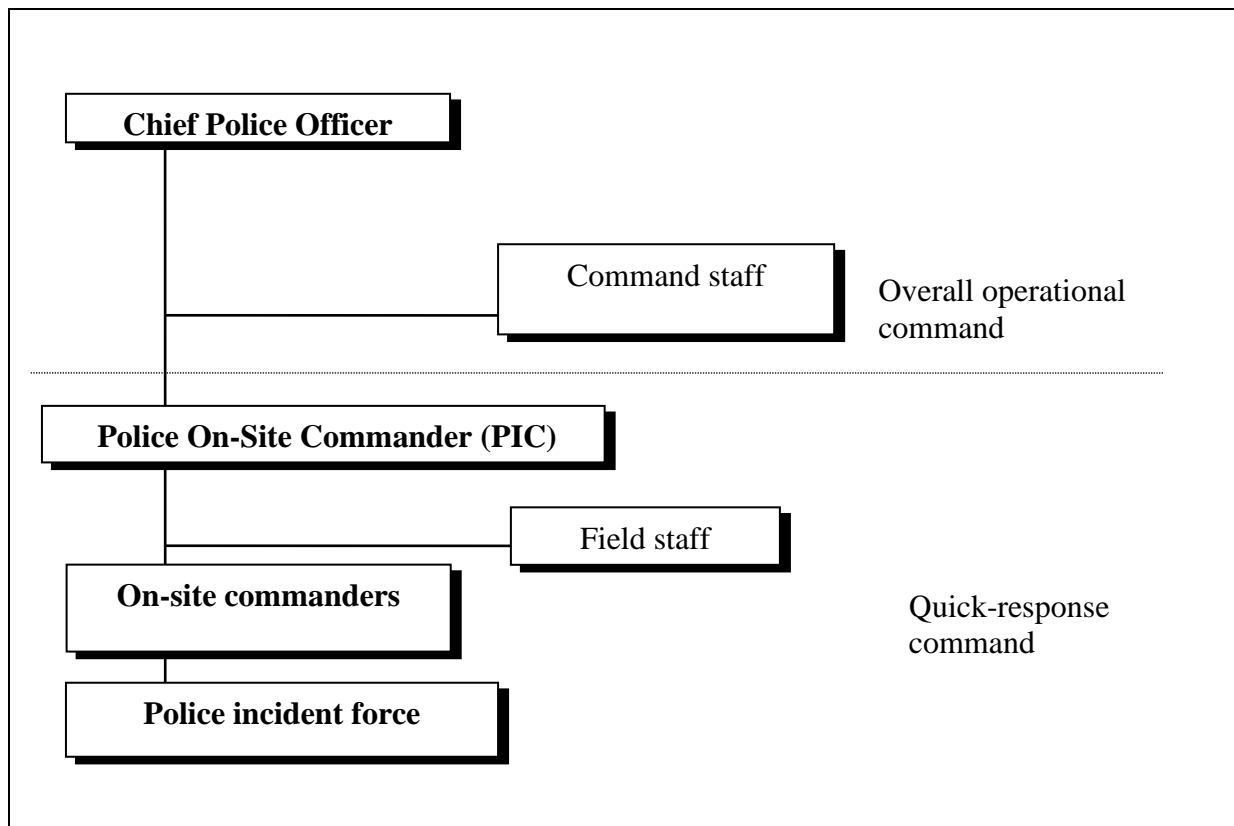
The police duties include crime prevention, intervention and investigation of criminal offences and maintain public order and security.

Like all authorities the Police have the responsibility to assist and cooperate with other government agencies, organizations and actors in society. Emergency services, medical care and the Police have particularly close cooperation, for example different types of emergencies.

The police have by different legislations the ability and obligation to temporarily restrict access to and freedom of movement of the society for disorders, criminal investigations or to safeguard society in different situations

Command organisation

- Chief Police Officer (polischef) with command staff = overall operational command
- Police On-Site Commander (Polisinsatschef PIC) with field staff = quick-response command
- Site manager Police



Communication

Police radio communication:

- Arlanda Police and Regional Communications Centre RAKEL
- Others in police operation RAKEL
- Communication rescue service RAKEL

Uppsala County Council medical care organisation in the event of a major accident or disaster

RESPONSIBILITIES AND TASKS

Responsibilities

According to the Swedish Health and Medical Services Act, the county council shall provide good medical care that is easily accessible. This also applies in the event of major accidents and disasters. Medical care includes the transport of injured, both by ground vehicle and helicopter. The County Council is obligated to work together with other government bodies in the community, such as municipal and other government rescue services, as well as the police.

Tasks

- Assessment of the nature and scope of the need for treatment.
- Immediate life-saving first aid actions, safeguarding of vital life functions and measures to reduce the risk of complications and unnecessary suffering during transport.
- Triage, evaluation of and assignment of priorities for the injured.
- Assignment of priorities, determination of the scope of and routing of transport resources for the injured.
- Assignment of the injured to different care facilities.
- Mental and social care.
- Participation in providing information to the media.

Command organisation

Medical command in the accident area

Function	Responsibility
Prehospital medical command, Medical Coordinator Works at the mobile command post with Operation Commander and Police Response Commander.	<ul style="list-style-type: none">• Communication for medical care in the accident area.• Coordinate transport of injured in the accident area.• Contact between accident area and SOS-C
Command of prehospital medical care, Incident Site Medical Officer	Person with highest medical expertise is the Incident Site Medical Officer.

Regional Emergency Preparedness Unit

The Regional Emergency Preparedness Unit has overall responsibility for managing medical care in Uppsala County for major accidents and disasters and leads medical operations in cooperation with the prehospital command team in the accident area. There are three levels of alert:

Staff level	Means that the disaster command sets up a command team that stays informed about the situation, takes necessary measures and follows the course of events.
Reinforcement level	Means that the disaster command takes measures for selective reinforcement of important medical care functions.
Disaster level	Means that all functions in medical care required to treat a large number of injured are used with reinforcements for staff and equipment.

If necessary, the county council can send liaison officers to the staffs of participating authorities.

Officer on Alert

For major accidents and disasters, the Officer on Alert at SOS national emergency centre is notified of the alarm. The Officer on Alert can initiate disaster stand-by by raising the alarm to those involved and providing sufficient information in the organisation.

The Officer on Alert is the commander of the Regional Emergency Preparedness Unit until the Chief Physician arrives.

The Officer on Alert is also the immediate commander for emergency ambulance medical care and when the immediate commander is not on the scene.

RESOURCES

For major accidents and disasters, the Uppsala County Council has the following resources at its disposal:

Resource
Ambulances
Air ambulance, around the clock
Medical teams can be sent out around the clock from emergency rooms consisting of one doctor and two nurses or assistant nurses

Equipment

Emergency response trailers

Emergency response trailers with additional medical equipment and equipment to enable the set-up of a staging area. The resource is alerted by SOS Alarm according to the emergency plan, at the request of ambulance staff or rescue service.

Decontamination units

Units to decontaminate the injured in the event of a chemical accident are located with the rescue service in Uppsala.

Communication

All ambulances and air ambulances in Uppsala County are equipped with:

- RAKEL
- Mobile telephone, GSM

Stockholm County Council medical care organisation in the event of a serious incident: Regional Emergency Preparedness Unit

RESPONSIBILITIES AND TASKS

Responsibilities

According to the Swedish Health and Medical Services Act, the county council shall provide good medical care that is easily accessible. This also applies in the event of a serious incident. Medical care includes the transport of injured, both by ground vehicles and air ambulance. The county council is obligated to work together with other government bodies in the community, such as municipal and other government rescue services, as well as the police.

Tasks

The tasks of medical care services in the accident area:

- Command of medical care operation
- Life-saving first aid actions
- Assessment of the nature and scope of the need for treatment
- Triage, evaluation of and assignment of priorities for the injured
- Safeguarding of vital life functions (free respiratory passages, breathing, circulation) prior to transport
- Measures to reduce the risk of complications and unnecessary suffering during transport
- Transport of injured, both on-road and off-road
- In cooperation with Regional Disaster Medical Command (RDMC), assignment of injured to different care facilities
- Regular situational reports
- Continuous cooperation with rescue service and police in the accident area
- Mental and social care
- Provision of information about medical care operations to the general public and media

COMMAND ORGANISATION

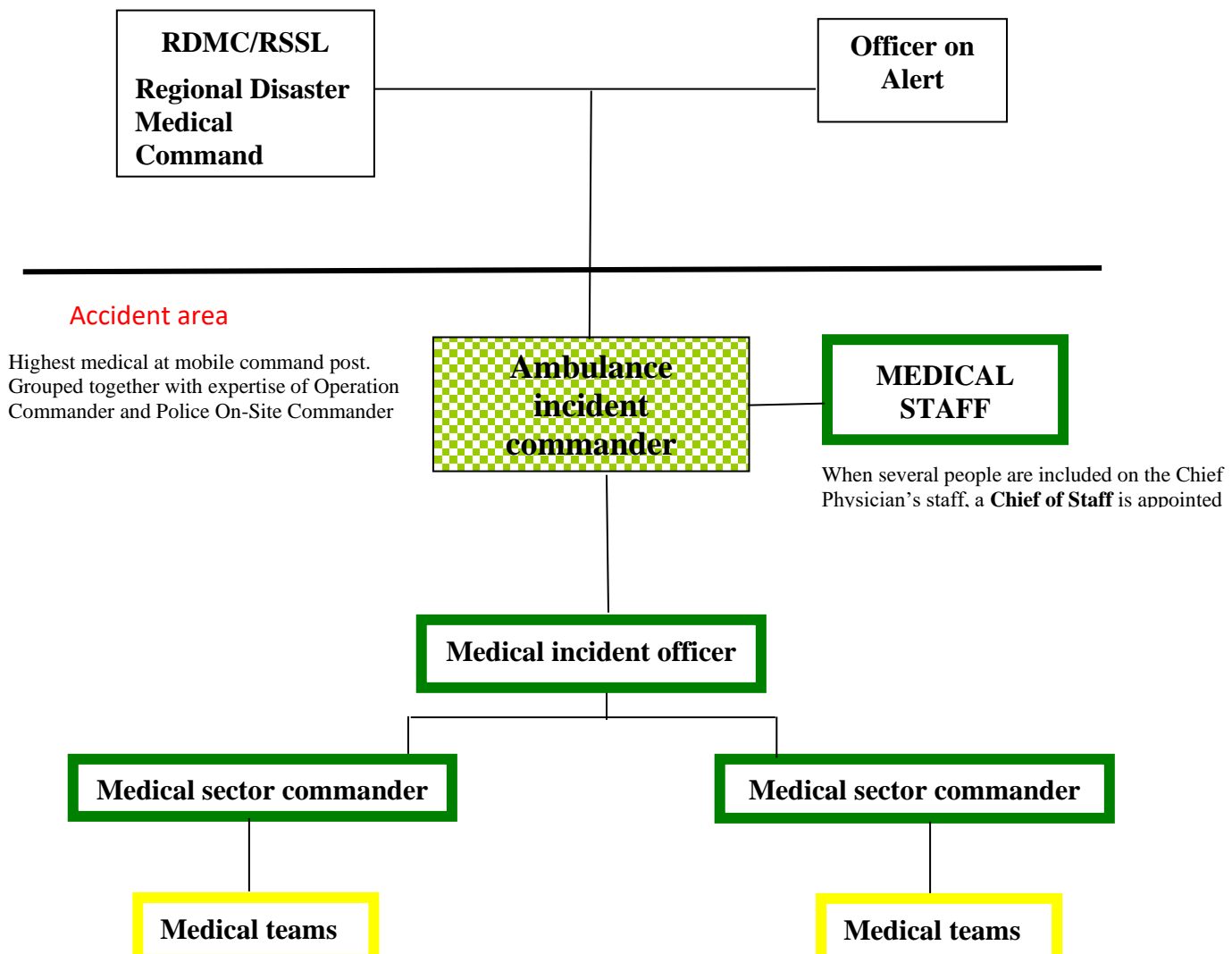
Regional Disaster Medical Command

Command at the regional level involves command and coordination of the county council's total resources and cooperation with other government agencies, organisations and medical authorities. In the Stockholm County Council, command is exercised at the regional level by the Regional Disaster Medical Command (RDMC). In addition to the normal situation, there are three levels of alert – staff alert, reinforcement alert and medical disaster alert. If necessary, the county council can send liaison officers to the staffs of cooperating authorities.

Officer on Alert

In the event of major accidents and disasters, the Officer on Alert at SOS Alarm is alerted. The Officer on Alert can make an initial decision about the level of alert and scope of medical resources needed.

Organisation in accident area



RESOURCES

In the event of major accidents and disasters, the Stockholm County Council has the following resources at its disposal:

Resource
Ambulances
Emergency medical vehicle
Air ambulance
Medical teams from emergency hospitals consisting of one doctor and two nurses

EQUIPMENT

Medical disaster units

Medical disaster units with supplementary equipment and equipment to enable the set-up of a collecting point are currently located with the rescue services in Rimbo, Sollentuna, Huddinge and Värmdö. The resources are alerted by the municipal rescue service *or* the county council.

Decontamination units

Units for decontaminating the injured in a chemical, biological, radioactive or nuclear (CBRN) emission event are located with the rescue services in Järfälla/Upplands Bro and Handen. The resources are alerted by the local rescue service or the County Council. Four of the hospitals have stationary facilities for decontamination.

Communication

All ambulances, emergency medical vehicles and air ambulances in Stockholm County are equipped with:

- RAKEL
- Mobile telephone, GSM

Action plan for SOS Alarm AB in conjunction with Full emergency or an accident occurring at Stockholm Arlanda Airport

Action plans adopted for other organisations

- As per agreement with Attunda Fire & Rescue
- As per action plan for Stockholm County Council's Central Unit for Ambulance Care and Disaster Medicine Planning (CADMP)

SOS Alarm's internal organisation as needed

- Staff reinforcements at own SOS emergency call centre
- Need for help from other SOS emergency call centres

Information to authorities as needed

- County Council (decision of operations officer)
- National Board of Health and Welfare (decision of operations officer)
- Swedish Civil Contingencies Agency (decision of operations officer)
- Swedish Government (after consultation between operations officer and corporate management)

Other contacts as necessary

- If necessary, SOS Alarm can serve as liaison in contacts between Operation Commander and all state agencies.

Media:

Swedavia Stockholm Arlanda, Corporate Communication information

Quick and concise information is critical in the rescue work. We shall take the initiative and try to be first in providing a picture of what happened. We shall maintain this initiative by providing information quickly on a continuous basis via the media and in direct contact with relatives and friends.

Internal information should be secured through procedures in the various organisations.

Information to survivors, relatives and friends is provided via the police and airline/ground handling agent (see Tab 9). The information is checked with Swedavia's communications director at Stockholm Arlanda.

All information to the media is coordinated by Swedavia's communications director.

Swedavia's Airport Duty Manager is initially the communication link for information from participating organisations to the communications director. After this, the role is handed over to the press officer on call.

Coordination is required to avoid conflicting information, which heightens concern and requires the use of additional resources to clear up any misunderstanding, instead of allowing us to maintain the initiative on information.

A rough allocation of responsibilities between the parties involved when information is to be provided:

Swedavia:

- Current situation, rescue procedures and actions.

Police command:

- Current situation, police operations, any injured, deceased or missing and their identity, regulation of traffic, cordons.

Rescue command:

- Current situation, rescue operation, any people in distress or injured, place to which rescued are transported etc.

Medical command:

- Overall medical operation, number of injured, type of injuries, treatment options, ambulance operations and operations of other transport resources, situation at the hospitals.

Airline affected:

- Current situation, aircraft type, number of passengers and crew members, destination.

Some flexibility and improvisation are necessary. It is important that Swedavia's communications director is kept updated about information provided by other organisations involved.

Information should be directed to the organised press briefings and any viewing of the accident site.

SCHEMATIC OVERVIEW OF THE INFORMATION WORK

Step 1 and 2 apply to all types of alerts.

	ACTIVITY	IN CHARGE	NOTE
STEP 1	<p>The alert is confirmed to journalists who call.</p> <p>In the event of a serious incident, the TT news agency is contacted to disseminate information as widely as possible.</p> <p>If there is considerable media pressure, a press briefing is arranged at the airport.</p> <p>Coordination with the local rescue services</p>	<p>Swedavia: Communications director/press officer on call/ADM</p> <p>Rescue service: Chief of staff SSRC</p>	<p>Alert I/Alert II usually only requires confirmation to journalists who call.</p> <p>In the event of an aircraft accident or major incident with an impact on airport operations, information is published on the airport's websites as soon as the facts are confirmed.</p> <p>The information published or provided contains basic information about what occurred.</p>
STEP 2	<p>Briefing in the airport's press room (first choice, in Boeing 747 in Arlanda Conference & Business Center)</p>	<p>Swedavia: Communications director</p> <p>Airline/ground Handling agent: Chief information officer</p> <p>Police: Chief information officer</p> <p>Rescue service: Chief of Staff SSRC</p>	<p>Representatives of rescue and medical command should take part in briefings as soon as possible. To the extent this is possible, they are responsible for seeing that accurate information about the different organisations' operations is provided first to ADM and second straight to Swedavia's communications director.</p> <p>Press briefings are held every hour as long as this is justified.</p>
STEP 3	<p>Transport to the accident site</p>	<p>Swedavia: Communications director</p>	<p>As soon as the rescue leader determines it is possible, transport is provided for a pool of reporters and photographers to the accident site. The group is led by representatives of Swedavia Corporate Communication.</p>
STEP 4	<p>Information at the accident site</p>	<p>Rescue leader/person appointed by RL</p>	<p>In forms determined by the RL, journalists are escorted to the site. Opportunity provided for photography/filming. A brief description of the situation should be provided by the rescue leader/person appointed by the RL.</p>
STEP 5	<p>Continued press briefings</p>	<p>Swedavia: Communications director</p>	<p>For extended rescue work, Swedavia, the airline, the rescue service and Police share responsibility for up-to-date information.</p>

Removal/towing of damaged aircraft

The police authority shall be consulted prior to the start of operations

After the people on board have been evacuated, it is of vital importance that the aircraft/parts of the aircraft that prevent flying in the movement area are quickly removed, unless the Police or another authorised authority have prohibited this.

Removal

Aircraft/parts of aircraft that block or for other reasons prevent flying in the movement area.

Towing

Aircraft that prevents flying in the movement area as a result of a near-accident or accident and is determined to be reusable should be towed.

After the rescue operation is concluded, the police authorities normally conduct a preliminary investigation aimed at determining whether a crime has been committed.

At the same time, the Swedish Accident Investigation Authority launches an investigation aimed at determining, among other things, the cause of the incident, preventing the incident from being repeated and making an assessment of the operations conducted by the local rescue services in conjunction with the incident.

In conjunction with these investigations, the police authority may make a decision with the support of the Swedish Code of Judicial Procedure 27:15 so that

“To secure criminal inquiry, a building or room may be closed off, admission to a specific area may be prohibited, removal of a specific object may be prohibited, or any other suitable measure may be taken.”

With support of the Swedish Accident Investigation Act (1990:712) sec 11

“Property that can be assumed to be of importance for the investigation may not be moved without permission from the Police Authority or the authority that investigates the accident or incident.”

- If an aircraft has had an accident at an airport and a delay in removing the aircraft may entail a danger to aviation safety, following a suggestion by ATS the Airport Director shall decide whether the aircraft should be transported to one side and what measures are needed to do so.
- If the Airport Director is prevented from being present, his or her deputy or ATS shall make such decisions.
- When the circumstances so warrant, the owner or operator of the aircraft shall first request that the aircraft be removed. If this does not occur, the person who decided on the towing may take necessary measures.
- When the aircraft is removed, it shall be kept in mind that an investigation into the accident should not be made more difficult. If time allows, measures should be taken through photography, the drawing of sketches or the like to determine the position of the aircraft prior to its removal. Otherwise, regulations in effect concerning the investigation of aircraft accidents shall be complied with.

Help with towing and towing material may be ordered through SAS.

For incidents that require removal or towing, RL shall alert the following:

- Airport Director on duty
- ADM

Exercises:

Arlanda Airport Rescue Service

Arlanda Airport Emergency Training Group (ETG)

The Emergency Training Group (ETG) has been active at Stockholm Arlanda Airport since 2002 and consists of representatives from the security services contractor, the Arlanda Department Border Police, the Swedish Civil Aviation Authority, JRCC, the Stockholm County Police, Attunda Fire & Rescue, SOS Alarm, the Stockholm County Council, Swedavia and airlines and ground handling companies operating at the airport.

The task for ETG's operations has been delegated by Stockholm Arlanda's Airport Director and entails creating closer collaboration between the companies and organisations at the airport and increasing knowledge about how the different organisations work, for instance, in the event of a serious accident or other type of major incident. The group works to create conditions for a smoothly functioning collaboration, effective execution of operations and an allocation of resources adjusted to needs.

According to the regulations and general advice of the EASA EU 139/2014 (AMC1 ADR.OPS.B005(b)), exercises shall be carried out at airports at set intervals. ETG runs training for the different organisations with a focus on participants taking part in the training in phases. The training is offered in three phases, with Level 1 providing an overall presentation of the organisations and including a short exercise. Level 2 is an exercise for commanding officers in which an airline or ground handling company involved works with organisations responsible for such operations in a scenario that includes an aircraft accident. Level 3 is an exercise that is planned in the form of a project, with ETG working in the role of advisor and exercise resource.

Reports on the group's work are presented in the series of meetings known as the Crisis Management Forum (CMF), which consists of management representatives from the participating organisations. Operational planning is determined in collaboration between the organisations and authorities involved, and Swedavia is the convenor for ETG and CMF.

ETG works for good benchmarking as an important part of the airport's work with crisis management, since impressions and good examples from other airports are very valuable for enhancing crisis management capacity at Stockholm Arlanda Airport.

We see a great need for training in future since there is a continuous turnover of employees in the organisations involved. It is therefore important that exercise drills are carried out and offered on a regular basis.

Aims and objectives of ETG's operations

The aims of the organisation are to:

- Ensure continuous exercise activities, in accordance with EASA EU 139/2014 (AMC1 ADR.OPS.B.005(b)) and the Swedish Accident Prevention Act (LSO 2003:778), for different levels of training and exercises
- Improve cooperation with all of the organisations and companies involved at the airport in different management functions in case of a major incident
- Create standard procedures, training programmes and exercises
- Follow up and provide feedback to improve procedures and methods
- Secure communication, emergency alert procedures, routines and
- Facilitate decision-making in each organisation.

The objective of the activities is to enhance individual and collective crisis management capacity at the airport by ensuring that those involved increase their knowledge about the actions of each other's organisations in the event of a major incident and as a result:

- Create understanding about the different roles and tasks of the organisations,
- Individuals can work in their function at their organisation
- Work with and understand the different sequences of events that may arise and
- Mitigate the negative impact of an incident on individuals, organisations and the airport.

Activities

These activities are determined on an annual basis:

- Series of meetings with all participants
- Series of meetings with working group for exercise activities
- Exercise level 1 – introduction and partial exercise
- Exercise level 2 – exercise for commanding officers with management functions
- Exercise level 3 – large-scale exercise in which ETG is an advisor and exercise resource
- Benchmarking – working group for exchanging experiences

Funding

Activities shall be funded as far as possible by each organisation involved paying its own costs. However, Swedavia covers the general costs generated by exercises at the three different levels.

Reporting

Meeting activities shall be documented and an annual report on activities shall be sent to the Airport Director and CMF. The report shall include information about meeting activities, benchmarking, exercises carried out and the results of these.

Abbreviations

ARNMK	Arlanda Service Centre
AD	Airport Director
ADM	Airport Duty Manager
AOC	Airline Operators Committee
ARN	Stockholm Arlanda Airport
ARNI	Stockholm Arlanda Technical Department
ARNMS	Stockholm Arlanda Airport Security Department
ARNOA	Stockholm Arlanda Airside & Landside
ARNOAR	Stockholm Arlanda Airport Rescue Service
ARO	Airport Rescue Officer
ATC	Air traffic controller
ATCC	Air Traffic Control Centre
ATS	Air Traffic Service
ATOS	Airport Technical Operations Supervisor
Brp	Rendezvous point
BrpC	Rendezvous point commander
CADMP	Central Department of Ambulance Care and Disaster Medical Planning
C ARNOA	Stockholm Arlanda Head of Airside & Landside
C ARNOAR	Head of Arlanda Rescue Service
C ARNMS	Head of Arlanda Security
C ATS	Head of Air Traffic Service (chef Air Traffic Service)
CBRN	Chemical, Biological, Radiological and Nuclear emissions
CMC	Crisis Management Centre
CMF	Crisis Management Forum
COO	Chief Operations Officer
DS	Danderyd Hospital
EASA EU 139/2014	Regulations and general advice for preparedness in rescue operations and airport rescue services
ELT	Emergency locator transmitter
EMPU	Emergency Medical Preparedness Unit
ETG	Emergency Training Group
IC	Incident Commander
JRCC	Joint Rescue Coordination Centre
LC	Arlanda Security Centre
LKP	County Criminal Investigation Department
Lpm	County Police Commissioner
LSO 2003:778	Swedish Act on Protection against Accidents
MSB	Swedish Civil Contingencies Agency
OC	Operation Commander
PRC	Police Response Commander
RAKEL	Radio Communication for Effective Management

RCC	Regional Communications Centre
RCB	Rescue Commander on Alert
RDMC	Regional Disaster Medical Command
REPU	Regional Emergency Preparedness Unit
RL	Rescue leader
ROC	Regional Operation Commander
RSC	Rescue Service Centre
SSRC	Greater Stockholm Rescue Centre
SWEREF 99	Reference system for maps
TWR	Tower
TiB	Officer on Alert
VB	Duty Officer
VBI	Fire Commander on Duty
WS	Watch Supervisor
WS ATCC	Watch Supervisor, control centre
WS TWR	Watch Supervisor, tower
YB	Mobile Commander

Mailing list

Organisation/company	Function	E-mail for distribution
Swedavia AB		
Swedavia ARN	Airport Director	cecilia.jansson@swedavia.se
Swedavia ARNIB	Infrastructure	Mats.torberger@swedavia.se
Swedavia ARNOA	Chief Airside & Landside	anders.ostlings@swedavia.se
Swedavia ARNOAR	Airport Chief Fire Officer	lars.johansson@swedavia.se
Swedavia ARNOAR	Station Officer	thomas.eriksson@swedavia.se
Swedavia ARNOAR	Station Officer	niclas.tongring@swedavia.se
Swedavia ARNMN	Safety	jan.aas@swedavia.se
Swedavia ARN	Airport Duty Manager	dutymanager@swedavia.se
Swedavia ARNOx	Risk & Emergency Function	jenny.mellberg@swedavia.se
Swedavia ARNOSF	Airport Security	joan.linder@swedavia.se
LFV ATS	Chief Operations	karl-johan.fridheim@lfv.se
Airport Security	Security	bvc.arlanda@securitas.se
Airport Security	Security	yb.arlanda@securitas.se
Swedish Maritime Administration		
Swedish Maritime Administration	Joint Rescue Coordination Centre	jrcc@sjofartsverket.se
Local rescue service		
Attunda Fire & Rescue		thomas.nyberg@brandkaren-attunda.se
Attunda Fire & Rescue		benny.soderberg@brandkaren-attunda.se
County Council		
SOS Alarm AB Stockholm		kundsupport@sosalarm.se
SOS Alarm AB Uppsala		kundsupport@sosalarm.se
Stockholm County Council	EKMB	andreas.petersson@sll.se
Uppsala County Council	Disaster and Emergency Preparedness Unit	stefan.lindh@lul.se

Organisation/company	Function	E-mail for distribution
County Administrative Board		
Stockholm County Administrative Board		beredskap.stockholm@lansstyrelsen.se
Uppsala County Administrative Board		 uppsala@lansstyrelsen.se
Police authority		
Stockholm Police	Regional Communication Centre	registrator.stockholm@polisen.se
Uppsala Police		registrator.mitt@polisen.se
Arlanda Police		yb-arlanda.stockholm@polisen.se
Ground handling company		
Menzies Aviation		magnus.lidberg@menziesaviation.com
Nordic Aero		daniel.englund@aviator.eu
SAS Ground Service		eva.solhall@sas.se
Airline		
Air China	Susan Tao Pei	stockholm.arlanda@airchina.se
Air France	Mirjana Milesic	mirjana.milesic@klm.com
Emirates	ASM	jyri.ketola@emirates.com
Qatar Airways	Agnes Blomqvist	arnkzqr@se.qatarairways.com
Turkish Airlines		arnops@thy.com
Novair	Peter Sandgren	peter.sandgren@novair.se
British Airways	Risto Sjöholm	Risto.sjoholm@ba.com
KLM	Thomas Bergenheim	thomas.bergenheim@klm.com
Turkish Airlines	Mrs Elmas Birinci Mr Bilal Arpaci	EBAGBEKLEYEN@THY.COM BARPACI@THY.COM