TERMINAL EVACUATION PLAN

September 2017
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Plan Revision and Training

The Manager, Emergency Preparedness is responsible for establishing, administering and maintaining this plan. The plan will be reviewed annually and revised as required or following an event which identifies a requirement for immediate amendment. All revisions will be made in consultation with the stakeholders.

Calgary Airport Authority employees that have significant responsibilities in the management of the evacuation will be trained using this plan in conjunction with the Fire Alarm System and Response Plan and the Zone Evacuation Officer Program. The training will be conducted on an annual basis or as changes require it.

Plan Retention

Updated hard copies of this plan reside in the main fire alarm control panel room of the Domestic Terminal, the Central Alarm and control facility of the International Terminal, the Airport Duty Manager (ADM) Cab and the Security Operations Center.

For information about this plan or obtaining an official copy, please contact:

Manager, Emergency Preparedness
Calgary Airport Authority
2000 Airport Road NE
Calgary AB T2E 6W5
Phone: 403 735 1200
# VERSION CONTROL

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<td>Alan Lawn</td>
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<td>Incorporated International Facilities to Plan</td>
<td>Teresa Labey</td>
<td>Natasha Koshowski</td>
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<td>SEP 2017</td>
<td>Yearly Review</td>
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INTRODUCTION

The Terminal Evacuation Plan is created in support of the YYC Emergency Response Plan and Fire Alarm Response Plan and is necessary to ensure the safety of both the airport community and the traveling public during an evacuating event.

The goal for this document is provide enough information that in the event of an evacuation, all parties involved will be confident to execute a successful evacuation with minimal impact on operations.

PLAN OBJECTIVES

The key objectives in developing the Terminal Evacuation Plan are to:

- Provide an understanding of the evacuation management protocol.
- Outline the roles and responsibilities of everyone involved in an evacuation.
- Identify procedures for employees and evacuees.
- Serve as a reference guide for all tenants and stakeholder in developing internal documentation.
<table>
<thead>
<tr>
<th>ACRONYMS</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ACC</td>
<td>Airport Corporate Center</td>
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<tr>
<td>ADM</td>
<td>Airport Duty Manager</td>
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<tr>
<td>AEOC</td>
<td>Airport Emergency Operations Center</td>
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<tr>
<td>ATB</td>
<td>Air Terminal Building</td>
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<tr>
<td>CACF</td>
<td>Central Alarm Control Facility</td>
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<tr>
<td>CCoC</td>
<td>Canadian Corps of Commissionaires</td>
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<tr>
<td>CFD</td>
<td>Calgary Fire Department</td>
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<tr>
<td>CPS</td>
<td>Calgary Police Service</td>
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<td>DTB</td>
<td>Domestic Terminal Building</td>
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<tr>
<td>EMS</td>
<td>Emergency Medical Services</td>
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<td>IC</td>
<td>Incident Commander</td>
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<tr>
<td>ITB</td>
<td>International Terminal Building</td>
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<tr>
<td>IED</td>
<td>Improvised Explosive Device</td>
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<tr>
<td>OSC</td>
<td>On-scene Controller</td>
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<tr>
<td>PA</td>
<td>Public Address System</td>
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<tr>
<td>PSL</td>
<td>Primary Security Line</td>
</tr>
<tr>
<td>RAIC</td>
<td>Restricted Area Identity Card</td>
</tr>
<tr>
<td>SOC</td>
<td>Security Operations Center</td>
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<tr>
<td>TAC</td>
<td>Tactical Radio Channel</td>
</tr>
<tr>
<td>TRA</td>
<td>Threat Risk Assessment</td>
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<tr>
<td>YYC</td>
<td>The Calgary International Airport</td>
</tr>
<tr>
<td>ZEO</td>
<td>Zone Evacuation Officer</td>
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ROLES AND RESPONSIBILITIES

Calgary Airport Authority

Airport Duty Manager (ADM)
- Acknowledges the fire alarm.
- Determines whether controlled or emergency evacuation.
- Initiates radio Emergency Broadcast, advises of evacuation.
- Notifies and dispatches emergency responders as required.
- Establishes communication with emergency responders.
- Makes continuous public address (PA) announcements.
- Dispatches On-scene Controller (OSC) to the site of the situation as required.
- Conducts threat risk assessment (TRA) as required.
- Initiates NOTAM / voice advisory to tower as required.
- Sends out xMatters.
- Initiates CAIRS report with appropriate information.

On-scene Controller (OSC)
- Acts as incident commander for The Calgary Airport Authority.
- Establishes communication with lead agency.
- Transfers incident command (IC) to lead emergency responder.
- Works within unified command if established.
- Ensures no additional hazards to other levels other than alarming level.
- Provides ADM with regular updates.
- Follows directions of incident commander.

Manager, Emergency Preparedness
- Educates The Calgary International Airport community on the plan.
- Updates and distribute changes to the plan.
- Provides assistance during an evacuation
- Activates the Airport Emergency Operations Center (AEOC) as required.
- Facilitates debriefing following any evacuation.
- Ensures all evacuation egress signage is current.

Zone Evacuation Officers (ZEO)
- Receive notification of evacuation via radio or phone.
- Listen for public address announcement of evacuation.
- Retrieve ZEO kits from closest location.
- Delegate to other ZEOs to assist when available.
- Direct occupants of public spaces to evacuate to designated assembly area.
- Assist with any person(s) requiring assistance.
- Control crowd at assembly area until further direction provided.
Security Manager
- Initiates TRA as required.
- Attends incident site pertaining to security.
- Activates / attends AEOC as required.
- Assists in recovery activities.

Security Operations Centre (SOC)
- Provides support to the ADM and OSC.
- Dispatches security personnel as required.
- Conducts area surveillance through closed-circuit television (CCTV).
- Updates CAIRS report with camera number and time stamp.

Terminal Patrollers (CCoC)
- Provides security escort and support for emergency services.
- Assists in evacuation procedures as required.
- Assists in maintaining the Primary Security Line (PSL) if necessary.

Airside Operation Specialists (AOS)
- Acknowledges Emergency Broadcast radio transmission from ADM.
- Provides resources for airside or groundside evacuation.
- Maintains communication with ADM and OSC.

Emergency Responders

Incident Command (IC)
- Establishes communication with ADM / SOC.
- Establishes command on scene.
- Establishes unified command as required.
- Manages all tactical resources and operations.
- Transfers command based on jurisdiction, authority, responsibility, knowledge and / or experience.

Calgary Fire Department (CFD)
- Assumes IC for incidents involving fire and hazardous materials.
- Liaises with ADM and OSC.
- Provides the all clear to reset the fire panel.
- Assists with evacuations as required.

Calgary Police Services (CPS)
- Assumes IC for criminal related incidents.
- Liaises with ADM, OSC and SOC.
- Assists with crowd control and recovery.
- Assists with evacuations as required.
Emergency Medical Services (EMS)
- Assumes IC for medical related incidents.
- Liaises with ADM and OSC.
- Works within a unified command structure.
- Provides resources and support to emergencies.

Airport Tenants and Facility Owners / Operators
- Maintain their own evacuation plan.
- Train their own ZEOs using Zone Evacuation Maps.
- Follow the directions of The Calgary International Airport (YYC) ZEOs in public areas.
- Assist in the evacuation when directed by IC or OSC.
- Assist the public during an evacuation.

Canadian Air Transport Security Authority (CATSA)
- Maintains their own evacuation plan.
- Participates in TRA as required.
- Follows the directions of YYC ZEOs in public areas.
- Maintains the Primary Security Line if it is in adjacent zone of evacuation.
- Assists in evacuation when directed by IC or OSC.

Canada Border Services Agency (CBSA)
- Maintains their own evacuation plan.
- Participates in TRA as required.
- Follows the directions of YYC ZEOs in public areas.
- Assists in evacuation when directed by IC or OSC.

U.S. Customs and Border Protection (US CBP)
- Maintains their own evacuation plan.
- Participates in TRA as required.
- Follows the directions of YYC ZEOs in public areas.
- Assists in evacuation when directed by IC or OSC.

Transport Canada (TC)
- Maintains their own evacuation plan.
- Participates in TRA as required.
- Follows the directions of YYC ZEOs in public areas.

NAV Canada (NavCan)
- Maintains their own evacuation plan.
- Notifies pilots of evacuation of the ATB.
SYSTEMS AND EQUIPMENT

Fire Alarm System

The Fire Alarm System is designed to alert people through visual and audio alarms when smoke or fire is present. Alarms are activated by smoke detectors, heat detectors, pull stations, or flow switches from a sprinkler system. The Airport Duty Manager (ADM) is designated to monitor the fire alarm system and is responsible for acknowledging alarms and initiating protocols in coordination with the Calgary Fire Department.

The two stage alarm system allows personnel to investigate the source of an alarm and dispatch emergency services prior to ordering an evacuation. The second stage alarm is only activated in an emergency evacuation.

There are two main central alarm control facilities (CACF) at the airport. The CACF in the Domestic Terminal Building (DTB) is located near the non-passenger screening point in Concourse B as well as a remote panel located behind door 1 on the departures level. The CACF in the International Terminal Building (ITB) is located next to the in-terminal hotel near door 14 on the Departures Level.

Refer to Fire Alarm System and Response Plan for more information.

Public Address (PA) System

The PA system is used for announcements and emergency notifications throughout the Airport Terminal Building (ATB). There are microphone stations located at every gate with the option for airline specific canned messages; The PA receives flight information from the Flight Information Provider. Gate Agents use the PA to update the flight status: pre-boarding, boarding, final call, closed.

The system has the capability to hone in on a specific zone so that the messages are not heard throughout the terminal, only in the areas that are required. Emergency announcements override all gate announcements and the system is locked out for gate agent use until the ADM completes the emergency announcements. The ADM is responsible to make any evacuation announcements.

Video Surveillance System

The Endura Digital Video Recording System (DVRS) and Video Management System (VMS) is a combination of indoor and outdoor IP cameras and viewing stations that provide the Security Operations Centre (SOC) and ADM with access to real time and digital recordings. The system is monitored 24 hours a day and provides the capability to view areas in an emergency situation that results in an evacuation.
Electronic Access Control

OnGuard is the electronic access control system used by The Calgary Airport Authority (the Authority) for ID verification. This system allows for the creation and management of users. It also controls access levels and permissions. OnGuard includes alarm monitoring to indicate door status and duress alarms. ONGuard integrates with CATSA RAIC for biometric identity verification for access to the restricted area. The ATB is equipped with security and fire doors. When the fire alarm system goes into a second stage alarm, these doors automatically de-energize to allow emergency exits.

xMatters

xMatters is a system that provides a web-accessible notification that is used to inform the Authority employees, tenants and stakeholders of critical issues at the airport. The system is maintained by xMatters.

Smoke Control Evacuation Fans

Smoke control evacuation fans are installed in the International Terminal Building (ITB) as a smoke control measure. It removes the smoke from the zone and expels it outdoors. This smoke control measure allows for lateral evacuation to adjacent zones within the building rather than outside. The fans are controlled remotely from the ADM cab or from the central alarm control facility (CACF) in the ITB and are manually activated only during a stage two fire alarm.
OPERATIONAL OVERVIEW

Decision for Evacuation

The decision to evacuate is based on conditions that pose a life-safety risk or those that render the building temporarily or permanently uninhabitable. The objective of an evacuation is to save lives, protect property and minimize operational impacts. The Airport Duty Managers (ADM) use input from the On-scene Controller (OSC) and Incident Command (IC) to make the decision to evacuate and request the assistance of the Zone Evacuation Officers (ZEOs).

In any situation, the ADM performs a radio Emergency Broadcast advising of the evacuation and requesting responding parties to switch to a tactical (TAC) channel for further information and instruction. A Public Address (PA) system announcement follows the Emergency Broadcast to provide direction to the passengers and public. An xMatters notification is also sent out to the airport community with pertinent details and whether the Airport Emergency Operations Center (AEOC) is activated.

Safety Incidents

An incident that poses a life-safety threat to employees or the public is cause for an evacuation in that area. The IC liaises with the ADM or OSC on the proper response and recovery of the incident. The ZEOs are on alert because of the Emergency Broadcast and the PA announcements to initiate the evacuation of the area.

Safety incidents requiring evacuation may include:
- Fires or perception of fire
- Smoke
- Explosion
- Hazardous material incident or threat

Operational Incident

An operational incident that would deem the area temporarily or permanently uninhabitable may require an evacuation or a movement of people in the area. The ADM or OSC would assume incident command in these situations and liaise with Maintenance Base on the course of action and evacuation routes. The ADM or OSC decide whether the ZEOs are required to assist in the evacuation and communicate via radio as required.

Operational incidents deeming an evacuation may include:
- Flooding
- Power Outage
- Gas Leak
- Structure Failure
Security Incidents

The decision to evacuate due to a security incident is determined using the threat risk assessment (TRA) tool with input from the IC, OSC, Security Manager, ADM and affected stakeholders. ZEOs are on alert, through the radio and PA announcements made by the ADM, about the evacuation protocol.

Security incidents requiring evacuation may include:
- Unlawful interference
- Suspicious package
- Bomb threat
- Improvised explosive device (IED)*
- Active shooter**

Search Procedures

The airport community may be asked to perform a visual inspection of their own area of responsibility in a security related evacuation, specifically for a bomb threat or a suspicious package. This method of search saves time for the emergency responders as each occupant is most familiar with their own surroundings and can quickly judge the placement of anything suspicious.

When a suspicious object is found, it should not be touched, nor should it be assumed that there is only one device. Personnel involved in any search should not move, jar or handle any suspicious object or anything attached to it. They must report any suspicious object to security and police immediately. The removal or disposal of a bomb must be left to qualified bomb disposal technicians.

Improvised Explosive Device (IED)

In any part of the Air Terminal Building (ATB), the presence of a suspect improvised explosive device (IED) necessitates the whole or partial evacuation at the location of the IED. The common standard of evacuation for these devices (unless otherwise directed) is a three-hundred (300) foot radius around the location of the IED and may include a one-hundred (100) foot radius around the location of the IED on the floors above and below the device, depending on factors including the composition of the building’s structure.

Building Bomb Threat
Active Shooter

Most evacuations involving a security incident can be handled using written evacuation procedures, but if an active shooter event occurs at the airport the evacuation will be sudden. The Calgary International Airport community is trained to run or hide and tell others to follow them. The Calgary Police Service (CPS) is contacted immediately to neutralize assailant as quickly as possible.

Active Shooter
How to Respond to Active Shooter Situation

Manner of Evacuation

Evacuation of the terminal buildings may be partial or complete, and it is either a controlled (planned) evacuation or an emergency (no-notice) evacuation depending on the situation. In general, only those portions of the building or persons affected by the life-safety, security or operational incident are evacuated, permitting unaffected areas or persons to continue to operate normally minimizing disruption to airport operations and inconvenience to occupants.

Emergency Evacuation

Emergency evacuations occur when there is a no-notice emergency causing life threatening situations. Occupants of the area may initiate the evacuation based on an imminent threat or danger without receiving instructions to do so and evacuate to the nearest emergency exit. Concern for security boundaries or other operational requirements are secondary to life-safety. The ADM activates the stage two alarm for an emergency evacuation and initiates the PA announcements advising public and personnel to proceed to the nearest emergency exit. The ADM also performs a radio Emergency Broadcast requesting responding parties to switch to a TAC channel. ZEOs adhere to the PA announcements to proceed to the nearest exit and will direct passengers and public to follow them. The ZEO retrieves the ZEO kit, during an emergency evacuation, only if safe to do so. An emergency evacuation could result in a lateral evacuation (on the same floor) or a vertical evacuation (using a stairwell) to exit the building.

In an emergency evacuation, when in immediate danger or hearing continuous ringing from the fire alarm system, the airport community must evacuate immediately and request the public to follow their lead to an emergency exit. Life-safety is first and foremost.
Assumptions can be made during an emergency evacuation and are taken into consideration during the recovery and repopulation stage:
- Security doors are released in the zone where the stage two alarm is activated.
- Security areas will likely be contaminated by unsecured people.
- People will seek escape from the danger area by any exit regardless of whether they are authorized to enter / exit these doors.
- Bags and belongings will be left behind.

**Emergency Evacuation**

**Controlled Evacuation**

A controlled evacuation, where life-safety is not an immediate risk, removes all or a portion of the occupants out of the alarm zone, either in its entirety or from one part of the structure to another. The security boundaries and other operational requirements are maintained during a controlled evacuation, mitigating airport operational impacts and the discomfort of building occupants. Generally, in a controlled evacuation, the movement is lateral, staying on the same floor and moving to an adjacent zone.

Once the ADM, with input from the OSC, IC and affected agencies, declare that an evacuation of a specific zone is required, the ADM performs a radio Emergency Broadcast and a canned PA announcement stating that an area is under a zone evacuation. ZEOs, closest to the area, acknowledge the Emergency Broadcast (when they have radios) and proceed to the ZEO kits to initiate the evacuation procedure and assist with evacuating the public to the assembly areas. The ZEO stays at the assembly area with the evacuees to ensure no one reenters the area and awaits further direction from the ADM / OSC.

Evacuation routes and assembly areas are established in each of the evacuation zones and is discussed further in this plan.

- **Controlled Evacuation - International Terminal**
- **Controlled Evacuation - Domestic Terminal (Pre-Security)**
- **Controlled Evacuation - Domestic Terminal (Post-Security)**

**Communication**

Communication is key to a safe, orderly and successful evacuation. The ADM is responsible to contact all appropriate agencies and personnel immediately. All parties involved must maintain constant communication throughout the evacuation. If Calgary 911 has not been notified, this is the first group contacted advising of the emergency, the evacuation and requesting the appropriate emergency responders.
**Radios**

The ADM performs a radio Emergency Broadcast providing details of the situation and requesting responding parties to change to the TAC channel. The ADM provides information and direction on the situation such as the type of evacuation, location and actions required from responding parties.

The Emergency Broadcast message reaches all personnel that hold radios. The ADM states the groups that are required to switch to the TAC channel for further instruction.

**xMatters**

The ADM sends a Terminal Evacuation Scenario xMatters notification and includes as much information as known at that time and advises if a conference call is organized. The ADM also sends an AEOC Activation Scenario xMatters notification when the AEOC is required during the situation. The ADM continually makes updates to the xMatters messaging as required.

*Note: Emergency xMatters are transmitted to all xMatters users without requiring a subscription.*

**Public Address (PA) System**

The ADM initiates the PA announcement message for the evacuation which is heard only in the evacuating zone(s). When an emergency evacuation has been declared, the message states that everyone evacuate to their nearest exit. When a controlled evacuation has been declared, canned messages have been pre-programmed with the different evacuation zones. The terminology that is used in the messages focus on the passengers and public.

If the PA system fails, communication is dependent on radios, xMatters, ZEOs and the OSCs to ensure the evacuation is successful.

**Summary of PA Announcements**

**Media**

It is possible that reporters are in the area asking questions about the situation, especially if the occupants are evacuated outside. The airport community is not authorized or responsible to discuss any details of the situation. When approached by a reporter, the statement is given is as follows:

“I am not the appropriate person to talk to. We have an Authority spokesperson that will be able to answer your question(s). Please contact them at 403 735 5899 or by emailing them at media@yyc.com.”
Tenants, Agencies and Stakeholders

Further to the xMatters notifications, ADM informs the following key personnel as required:

- **NAV CANADA**: Advising to halt aircraft operations and inform the pilots of the situation. Unloading of passengers in an evacuation zone is not permitted.
- **Transport Canada**: Advising of any insecurity or threat against the airport and request participation in a TRA and recovery operation.
- **Marriott Hotel**: Ensuring hotel guests do not enter the ATB until situation rectified.
- **Delta Hotel**: Ensuring hotel guests do not enter the ATB until situation rectified.
- **Ground Transportation and Parking Office**: Advising of road closure due to the evacuation.
- **Services Building**: Requesting any shutdowns or startups to mechanical systems.

Procedure of Evacuation

The procedure of evacuation depends on a variety of factors including the type of incident, the zone location, the life-safety systems, the operational impacts, and the weather conditions. As mentioned previously, an emergency evacuation happens suddenly with little control. The Authority is responsible for the evacuation of the public spaces in the ATB; agencies and tenants are responsible for the evacuation of their office spaces but must adhere to Authority procedures in the public spaces.

Standard operating procedures are developed for the response to an emergency evacuation and a controlled evacuation of the ATB and some of the peripheral buildings.

**Zone Evacuation Officers (ZEO)**

The Authority has designated and trained staff and contractors as ZEOs to assist in evacuating people from the evacuating zone (public areas) to an assembly area. The ZEO provides crowd control at the assembly areas until they are advised to direct people elsewhere. All airport tenants and facility owners are required to designate and train their own ZEOs.

A ZEO program has been created to ensure proper ZEO training of the ATB and peripheral buildings and how to manage people during an evacuation.

Zone Evacuation Officer Program

Evacuation of Persons with Reduced Mobility

It is impossible to know how many people with reduced mobility are present at any one time at the airport. The ZEOs have a basic understanding about the different impairments that could cause the inability to egress during an evacuation. The ZEOs know the buildings and different evacuation options available which allows them to communicate effectively and provide further assistance as required.

Evacuation of Persons with Reduced Mobility
Terminal Public Spaces

The movement of people in an evacuation is ideally from post security to pre security and airside to groundside as it is safe to do so. In addition, evacuation onto the apron is only conducted when an emergency evacuation is declared from a concourse.

The Authority and Tenant designated ZEOs assist in evacuating the public spaces of either terminals. Evacuation instructions and ‘You are Here’ signage is also strategically placed in areas near elevators and stairwells to further assist the public in an evacuation.

Domestic Terminal Building

Any evacuation of the domestic terminal building (DTB) impacts airport operations. The building is designed to maintain sterility between secure and non-secure points but when an evacuation is declared, the entire zone or area may be evacuated based on the situation.

The DTB is delineated into 5 evacuation zones and identified as pre-security departures, pre-security arrivals, post security departures, post security arrivals and utilities. If an evacuation is required within one of these evacuation zones, emergency responders determine if the entire evacuation zone requires evacuation or just a portion. Within these evacuation zones are various building zones. These zones were created to match the sprinkler and bell zones of the fire alarm system. They assist the ADM to identify a location where the bells or sprinklers have been activated and directs the maintenance personnel appropriately. These zone drawings were also used to create the ‘you are here’ drawings and assist tenants with evacuating their areas.

DTB Evacuation Zone Drawings
Controlled Evacuation- Domestic Terminal (Pre-Security)
Controlled Evacuation- Domestic Terminal (Post-Security)
Emergency Evacuation

International Terminal Building

An evacuation of an area of the International Terminal Building may not impact airport operations. The building is designed into 42 life safety (or evacuation) zones. Each zone is equipped with fire suppression or smoke control that allows one zone to be evacuated to an adjacent zone and safety is maintained within the adjacent zone. This design minimizes impacts to operations and reduces the potential to evacuate to the aprons or outside the terminal. It also reduces the potential of moving screened passengers to unscreened areas.

Evacuation zone sheets are developed for each of the public zones to assist the ADMs and ZEOs in an evacuation.

International Terminal Building Zone Drawings
Evacuation Zone Drawings
Zone Evacuation Sheets
Controlled Evacuation- International Terminal
Emergency Evacuation
Assembly Areas
An assembly area is a designated place where all evacuees assemble until given direction to return to their work areas by the IC, OSC or ZEO. Assembly areas have been established throughout the interior and exterior of the ATB on airside and groundside. Assembly areas are identified on the zone evacuation drawings.

*Note: Evacuees should be assembled at least 500 feet from the incident site and should not be allowed to hinder emergency vehicle access.*

Airside Assembly Points

Shelter Locations
Shelter locations, similar to assembly areas, are identified groundside and airside as alternate locations for any extended evacuations or severe weather conditions. As defined by their respective building fire orders, these facilities are considered separate buildings from the ATB and are either physically separated, or separated by code compliant fire doors. The evacuation of one building does not necessarily require the evacuation of another.

Groundside:
- The Delta Calgary Airport Hotel
- Rental Care Centre Lobby
- Parkade 1 and 2
- Airport Corporate Centre (enclosed parking and lobby areas)

Airside:
- Groundside Service Equipment (GSE) Cold Storage
- Hangar 101
- Live Animal Facility
- Airside Maintenance Center

When an evacuation results in assembling outside (on groundside) during inclement weather, the ZEOs make the decision to go to the nearest shelter location and advise to the OSC / ADM. When an evacuation results in outside assembly on airside, the ADM communicates with the ZEO, and arranges busses to transport the evacuees to a shelter location.

External Assembly Area and Shelter Locations

Busing Plan
**Terminal Office Spaces**

As mentioned above, agencies at the airport are responsible for maintaining their own evacuation plans and evacuating their office spaces when advised to do so or if in imminent danger. Each agency designates their own ZEOs to ensure their areas are clear and reports the status to the ADM once they’ve reached their designated assembly area.

**Staff Responsibilities**

Evacuees of the alarm zone are asked to:
- Remain calm.
- Leave the zone by a safe exit route.
- Check any closed doors for heat prior to going through them.
- Assist those who may need help including passengers in public areas and persons with reduced capabilities.
- Proceed to the assembly point location for further instruction.

If safe to do so, prior to leaving the office area, each employee is requested to perform a visual inspection of their own area of responsibility for anything suspicious or out of the ordinary. If something is noticed, it must not be touched. Report the finding to the ZEO or supervisor immediately who in turn contacts ADM, OSC or IC.

**Airport Duty Manager (ADM) Cab**

In the event that the ADM Cab (Monitoring Centre) is required to evacuate, they would exit out onto the apron and be transported to the AMC to resume monitoring and recovery activities. ADM Cab egress is shown in Figures 1 and 2.
Airport Corporate Center (ACC)

The ACC is considered a separate building from the terminal buildings and is managed by Dream Management Inc. When a stage 2 alarm is activated at the ACC building, all occupants are required to evacuate immediately and assemble at the paved parking area of the ACC loading dock. Evacuation drawings are posted at the emergency exits routes for egress. Dream Management Inc. is responsible for the evacuation of this building.

The ACC building is identified as a shelter location if an ATB evacuation is extended or weather is inclement.

Airport Hotels

The two airport hotels located at the airport are responsible for their own evacuation plan. The in-terminal hotel (Marriott) is located between the DTB and ITB. In an ATB evacuation, the ADM contacts the hotel manager to advise of the evacuation and provide details on any impact it would have to the hotel or guests.

The other airport hotel (Delta), located across from the ATB, is considered a separate building and may be used as a shelter location.

Recovery

Once an area has been evacuated and the situation is under control, a number of decisions and processes must occur before repopulation can begin. Coordination of these decisions is established within the unified command structure and at the AEOC. Safety inspections, engineering assessments, body recovery, restoration of electricity or other utilities, restoration of data connectivity, debris clearance, and cleaning are some examples of the many types of activities that may need to occur prior to repopulation.

The exact transitional activities depends on the nature of the incident, the extent of damage to the ATB and its systems, and the physical layout of the ATB and its components.

Repopulation

Repopulation is the process of reinitiating regular airport operations after an evacuation of an area. The repopulation is conducted strategically to ensure safety and security of the ATB and the businesses within the affected zone. The sequencing and strategy of the repopulation is dependent on the magnitude of the evacuation, re-entry will always occur with security personnel first, then airport / airline employees and tenants, and finally passengers and public. The ADM, from the AEOC or within the unified command, contacts the OSC via the radios to advise of the repopulation and the sequencing for reentry.
**Security**

Security agencies, CATSA / Garda, CCoC, CBSA and US CBP, are repopulated back into the space first to ensure the primary security line (PSL) is secure, the sterile areas are clear and the security checkpoints are operational. The agencies maintain communication with the ADM and advise once everything is operational or if there are any issues.

**Airport / Airline Employees and Other Tenants**

Once the checkpoints are secure, the employees and business tenants are next to enter the premises and are rescreened as required. It is the airlines responsibility to initiate their procedures to resume business after a disruption.

**Passengers and Public**

Depending on the area of evacuation, passengers may require rescreening. A TRA is conducted prior to repopulation of the public. This process of rescreening is similar to a comingling situation.