



Internal emergency planning
Emergency and evacuation plan
pursuant to Art. 5 of Ministerial Decree 10/03/1998)
MALPENSA – building 140 – “TERMINAL 1”

Code: **SPPM/PE/T1**
Page: **1** of 20
Revision:**4**
Date: **27.09.2013**

EMERGENCY AND EVACUATION PLAN
Pursuant to Art. 5 of Ministerial Decree 10.03.1998
and Legislative Decree 81/08

MALPENSA - *Building no. 140*
PASSENGER TERMINAL 1

DISCLAIMER


THIS IS A COURTESY IN-HOUSE TRANSLATION AND SEA SPA DISCLAIMS ANY RESPONSIBILITY FOR ERRORS AND/OR MISINTERPRETATION, SINCE THE ONLY OFFICIAL VERSION OF THE “ EMERGENCY AND EVACUATION PLAN, MALPENSA BUILDING N° 140, PASSENGER TERMINAL 1”, AND RELATIVE ENCLOSURES IS THE ITALIAN ONE ISSUED BY SEA SPA FIRE PREVENTION - HEALTH AND SAFETY DEPT.

S.E.A.
Società p.a. Esercizi Aeroportuali
SPECIAL ATTORNEY FOR SAFETY,
OCCUPATIONAL HYGIENE
AND THE ENVIRONMENT
(*Giulio De Metrio*)



CONTENTS

FOREWORD.....	3
0.1 Regulatory references	4
0.2 Purpose.....	4
0.3 Applicability	4
0.4 Definitions	4
0.5 Information / Training.....	5
ORGANISATION, ROLE AND RESPONSIBILITY OF PERSONNEL INVOLVED.....	7
1.1 Emergency personnel.....	7
SAFETY AND TECHNICAL INFORMATION SYSTEMS	11
2.1 Building characteristics	11
2.2 Fire Brigade Presence	11
2.3 Medical Presence	11
2.4 Signs.....	11
2.5 Electricity disconnection.....	12
EMERGENCY	13
3.1 Emergency phases	13
3.2 Evacuation procedures	16
3.3 Precautions	16
3.4 Drills	16
3.5. Meeting Point.....	16
COMMUNICATIONS SYSTEM	16
4.1 Recognition signs.....	16
4.2 Means of communication.....	17
4.3 Means of communication use	17
4.4 Alarm signals	17
FLOWCHART	18
5.1 General Flowchart	18
5.2 Detailed Flowchart.....	19
TELEPHONE NUMBERS	20
ATTACHMENTS	20
Attachment "A": “– Rules of conduct - Information sheet for employees”	20
Attachment "B": “Operating Procedures for External Personnel in a fire emergency”	20

	Internal emergency planning Emergency and evacuation plan <i>pursuant to Art. 5 of Ministerial Decree 10/03/1998)</i> MALPENSA – building 140 – “TERMINAL 1”	Code: SPPM/PE/T1 Page: 3 of 20 Revision: 4 Date: 27.09.2013
---	---	--

FOREWORD


This document contains the organisational and managerial measures, identified and prepared to manage emergencies, in the event of a fire in building no. 140 "Passenger Terminal 1" of Malpensa airport.

In the preparation of this Plan, considering:

- The potential high degree of crowding in the terminal (caused by users: passengers, visitors, etc.),
- the complex articulation of the building,
- the presence of various third-party activities, whose owners are nevertheless required to prepare adequate safety measures for their employees and customers,

forms of cooperation have been envisaged among all "Employers" present in the building, in order to ensure effective management of evacuation measures.

As regards seismic emergencies, Malpensa airport is included in an area of minimum earthquake risk (Area IV of the classification prepared by the State Civil Protection Agency in the last survey conducted in 2012) and, in particular, the area of Varese is one of those with the lowest seismic risk of the entire mainland Italy. The company has nevertheless prepared specific rules of conduct to be adopted in the event of a seismic event (Attachment "A" of this plan). These rules have been provided to all SEA and SEA Handling employees and to the other airport entities present in various capacities at Malpensa airport.

	<p style="text-align: center;">Internal emergency planning Emergency and evacuation plan <i>pursuant to Art. 5 of Ministerial Decree 10/03/1998)</i> MALPENSA – building 140 – “TERMINAL 1”</p>	<p>Code: SPPM/PE/T1 Page: 4 of 20 Revision: 4 Date: 27.09.2013</p>
---	--	---

0.1 REGULATORY REFERENCES

This plan has been prepared pursuant to Art. 5 of Ministerial Decree 10/03/1998 in accordance with the provisions of Annex VIII of the said Decree and of Legislative Decree 81/08.

0.2 PURPOSE

With regard to emergency management, in the event of a fire at the site in question, the purposes of this plan are to:

- identify the company resources responsible and the related procedures to be implemented;
- provide workers and other persons present with information and guidance on the conduct to be adopted in the event of an emergency and evacuation
- provide third parties, owners of activities at the site, with reference information for the preparation of their specific internal emergency and evacuation plans
- highlight, in relation to the complexity of the site and the multiplicity of activities/third parties present, the different scenarios/intervention responsibilities.

0.3 APPLICABILITY

The measures envisaged, as well as the roles and responsibilities contained in this Plan, apply in all emergency situations (as later defined) in relation to the areas in which the Company directly performs its activities and in public areas, where, among other things, the company EMP must be supported by the EMP of the other operators present in the area.

As for the areas in which third party activities are carried out, the intervention of the Company's personnel (*Local Emergency Team*) is nevertheless envisaged, with the timing and in the manner specified, but in a supporting role with respect to that put in place and implemented by the operator of the activity directly involved.

0.4 DEFINITIONS

Controllable fire:

fire which in terms of size, nature and surrounding conditions, is controllable with the use of the extinguishing equipment situated in the vicinity, without compromising the safety of the person making the intervention.

Uncontrollable fire:

fire which in terms of size and/or nature and/or surrounding conditions, is not controllable with the use of the extinguishing equipment situated in the vicinity, or which nevertheless is such as to compromise the safety of the person making the intervention.

Emergency:

dangerous situation caused by a fire and its effects.

Evacuation:

clearance of the area directly or likely to be affected by the emergency.

Local emergency and evacuation:

- the emergency concerns a defined and limited area, and is not such as to envisage its extension to the entire building;
- the evacuation is limited to the area concerned and possibly those adjacent to it and does not involve the entire building.



General emergency and evacuation:

- the emergency concerns several areas of the building and its developments cannot be circumscribed with certainty;
- the evacuation involves the entire building.

Population:

all persons, in any capacity, habitually and/or occasionally present in building 140 Passenger Terminal 1 of Malpensa Airport.

EMP:

Emergency Management Personnel (LET – MET – Emergency management personnel of third party companies/operators)

LET:

SEA Local Emergency Team

MET:

SEA Maintenance Emergency Team

Meeting Points:

safe and predetermined places outside the building, to which the population must go after leaving the building in the event of an evacuation.

0.5 INFORMATION / TRAINING

The dissemination/knowledge of the contents of this Plan is envisaged in various ways and with varying degrees of detail, depending on the type of recipients, comprising the *population* present in the building, and on their level of involvement in implementation of the measures and procedures provided for by the Plan.

In this sense, the various recipients of the Plan and the related Information / Training procedures on its contents, as well as, with regard to employees, additional training aimed at achieving the operational skills envisaged by the assigned role, are identified below:

recipients of the Plan	information/training procedures	Training pursuant to Annex IX MD 10.03.98
occasional users (<i>passengers, visitors, etc.</i>)	Display, in appropriate and clearly visible points, of floor plans with an indication of escape routes, location of extinguishing equipment and description (also in English) of the essential actions to be put in place in the event of an alarm or fire.	-
third party companies with temporary presence (<i>contract/works contract with S.E.A.</i>)	delivery of Attachment B: "rules of safety and conduct in a fire emergency, for external personnel", containing the main precautions, rules of conduct and useful information in a fire emergency.	Responsibility of the respective Employers
third party companies and organisations with permanent presence (<i>concession holders, airlines, handlers, State agencies, others</i>)	Copy of this Plan with its attachments.	Responsibility of the respective Employers



<i>recipients of the Plan</i>	<i>information/training procedures</i>	<i>Training pursuant to Annex IX MD 10.03.98</i>
Employees who carry out their activity in the building and not included in the subsequent definitions	Have received a copy of Attachment A: “– Rules of conduct - Information sheet for employees”, containing the main precautions and instructions to be followed in the event of a fire or earthquake.	-
PRM Assistants	Have received specific training on managing the evacuation of people with reduced mobility	-
Duty Managers	have received specific training on the contents of this Plan, with particular focus on the related tasks and responsibilities envisaged by the assigned role.	“High Risk” course – 16 hours with Fire Brigade certificate
Security Supervisors		“High Risk” course – 16 hours with Fire Brigade certificate
Security Operations Room Personnel		“Medium Risk” course – 8 hrs.
Control Room Operators		“Medium Risk” course 8 hrs
LET (Local Emergency Team) consisting of EMP (Emergency Management Personnel)		“High Risk” course – 16 hours with Fire Brigade certificate
MET (Maintenance Emergency Team) personnel consisting of EMP (Emergency Management Personnel)		“High Risk” course – 16 hours with Fire Brigade certificate
First Aid personnel		“Medium Risk” course – 8 hrs

DRILLS

Drills concerning application of the emergency and evacuation plan are scheduled annually. At the end of each drill, any suggestions to improve the procedures in terms of operations and safety will be identified; the comments emerging are recorded in a specific report.



ORGANISATION, ROLE AND RESPONSIBILITY OF PERSONNEL INVOLVED

The organisation of this plan, in view of that expressed in the foreword, envisages roles and responsibilities for both employees as well as third party personnel normally present in the building:

- ⇒ S.E.A. s.p.a. employees: the various parties identified and their duties and responsibilities are detailed in the following paragraph.
- ⇒ Third party personnel:
 - *personnel responsible for directly managing emergencies*: employees of concession holders or agencies performing their activities in the building and already designated and trained by the latter to manage emergency situations based on their own internal plan;
 - *coordination personnel*: those who, depending on their institutional role, also in fire emergency situations in the passenger terminal, coordinate/manage certain situations directly or indirectly related to the evolution of the emergency:
 - ENAC Milan Airport Division - Malpensa
 - Airport Fire Brigade
 - Carabinieri
 - Border Police
 - Finance Police
 - Customs
 - Municipal Police
 - *external emergency personnel* : External fire brigade, ambulance, etc.

1.1 EMERGENCY PERSONNEL

- **SEA Coordinamento di Scalo (SEA Airport Coordination)**: The figure concerned is the **Duty Manager**, who, present 24/7 at the airport, also by virtue of his normal role, ensures a high professional level in the supervision/management of problems, adequate knowledge of the airport context, also outside the scope of the company, and the necessary proficiency in managing relations with operators and third parties. He has attended the 16 hour fire officer course – High Risk with fire brigade certificate (MD 10/03/98), In addition to a special 4 hour training course on emergency coordination strategies.
For the purposes of managing emergencies at the site in question (as all other areas in which a company activity is carried out), he is responsible for:
 - keeping himself updated on the development of all phases of the emergency, through the *Security Operations Room*;
 - overseeing proper implementation of the provisions of this *Emergency and Evacuation Plan*;
 - notifying ENAC Milan Airport Division - Malpensa should the effects of the *emergency* have an impact on airport operations and identifying and applying all the most appropriate actions to minimise and optimally manage such effects: reassigning infrastructure resources (gates, check-ins, stands, etc.) in protected and higher security areas (e.g.: diverting embarkation/disembarkation operations, diverting check-in operations, etc.);
 - notifying the State agencies (Border Police, Carabinieri, Finance Police, etc.)
 - managing and coordinating, when necessary, the flow of information/actions with third party operators and agencies that may be affected by the *emergency*;



- coordinating the *Security Supervisor* for managing any issues that are not reflected in the Plan and/or require the support of additional resources to those envisaged in the Emergency and Evacuation Plan;
 - activating via the public address system, when necessary, the message of partial or total evacuation of the population and, similarly, the message of cessation of the state of emergency;
 - compiling the “*emergency register*”, at the end of the state of emergency;
- **SEA Security Operations Room:** this is the control room where all the company's automated alarm systems are managed, manned 24/7, and is the information/communication hub during the entire emergency.

For the purposes of this Plan, it must ensure:

- manning of the alarm supervision systems and telephone number specified for reporting emergencies;
 - timely dispatch of an EMP representative of the *Local Emergency Team* for verification of reports;
 - timely notification of the *Security Supervisor*;
 - notification and activation of the *MET via the Control Room*;
 - initial information and subsequent updates to *Coordinamento di Scalo (Airport Coordination)*;
 - coordination of information/communication among all *Emergency Personnel*
 - notification and possible request for intervention of the airport *Fire Brigade*;
 - activation of the *Company's First Aid personnel (If necessary)*;
 - coordination with the *Coordinamento di Scalo (Airport Coordination) Duty Manager* for managing any issues that are not reflected in the Plan and/or require the support of additional resources to those envisaged in the *Emergency and Evacuation Plan*;
- **Control Room:** assists the Security Operations Room, with the task of identifying, controlling and communicating any interventions to the maintenance operators. It directs the MET (Maintenance Emergency Team) to the location of the incident, which has the task of making systems safe (e.g: disconnecting the electricity of technical rooms, etc.). In the case of systems whose maintenance is entrusted to outside firms, the Control Room requests their immediate intervention. At the request of the Fire Brigade, it has the task of disconnecting the electricity of the area involved or sending the MET for manual disconnection. Personnel have attended the 8-hour fire training course (medium risk) in addition to special 4-hour training on emergency coordination strategies.
- **Security Supervisor:** coordinates 24/7 all ordinary and possibly extraordinary activities of the Security officers; he has attended the 16-hour fire officer course – High Risk with fire brigade certificate (MD 10/03/1998).
For the purposes of emergency management at the site in question, he is responsible for:
- operationally coordinating the interventions of the company's emergency teams: *LET and MET*;
 - declaring the state of end of emergency for situations that do not involve the intervention of the fire brigade (controllable fire);
 - compiling the "emergency register", in collaboration with the Security Operations Room officer.



He is present on the scene of the incident and has the task of deciding whether to implement a partial or total evacuation of the area in question. He contacts the Security Operations Room and requests the message to be transmitted via the public address system. After the assessments of the Fire Brigade, he has the task of notifying the Security Operations Room of cessation of the state of emergency (which will then transmit it to all those concerned).

- **EMP (Emergency Management Personnel):** EMP officers are employees who have attended the 16-hour fire officer course – High Risk with fire brigade certificate (MD 10/03/1998).
Their presence inside building 140 Terminal 1 of Malpensa Airport is guaranteed 24/7, in sufficient number in relation to the crowding of the airport and a minimum presence of four officers (at night) is nevertheless guaranteed.
EMP constitute the **LET** and the **MET**
- **LET (Local Emergency Team):** consists of the SEA Security Officers on duty with EMP qualification who, at the onset of the emergency, activated by the *Security Operations Room*, ensure adequate timeliness in verification and first response at the scene of an emergency.
Their presence in building 140 Terminal 1 of Malpensa Airport is guaranteed 24/7, in sufficient number for managing the emergency scenarios analysed in this plan.
The LET has the task of verifying the emergency and of first extinguishing and/or evacuation interventions, in the place where the fire broke out or, in cases where this occurs in areas and/or premises managed by third parties, of supporting the personnel of the operator/concession holder in these tasks. During the evacuation, the LET directs those present toward the nearest emergency exits and facilitates the evacuation of any Persons with Reduced Mobility (PRM) not registered with the Sala Amica.
- **MET (Maintenance Emergency Team):** consists of SEA duty foremen, all EMP trained, of the maintenance functions and of the foremen of the companies that have these functions in outsourcing, who, in an emergency, are alerted by the *Control Room* and have the task of making the systems under their responsibility safe (e.g. disconnection of electricity via the electrical panels powering the areas affected by the fire, shutting down the air conditioning machines, shutting down the lifts, etc.) and/or, as necessary:
 - putting themselves at the disposal of the Fire Brigade.
 - intervening in support of the **LET**
 - in the event of evacuation, facilitating the exit of people.
- **Company First Aid:** its personnel, after being alerted by the *SEA Security Operations Room* and sent to the scene of the incident, is responsible for first aid.
If it intervenes in the case of evacuation without the presence of injured persons, it supports the **LET** in the task of moving people away from the scene of the incident.
The personnel in question is professionally trained and equipped for first aid operations.
- **Area Evacuation Officers:** personnel who normally work inside the building which has been adequately informed on the content of this Plan, in particular concerning the actions to be activated in the area under their responsibility in the event of an emergency and evacuation.
Specifically, the figure in question includes:
 - *all personnel of Agencies, Operators and Concession holders of space in the building* and who, by reason of the role envisaged in their emergency plan, have been trained and assigned with the internal emergency management by their employer.



the latter, should it be necessary to evacuate the area in which they carry out their normal activities, must, within the scope of the same:

- ensure that escape routes are clear and usable
- direct the population present in the affected area to the nearest emergency exits
- support any people who are not self-sufficient
- ascertain that there are no people in the spaces and premises of the evacuated area.

- **PRM Assistants:** suitably trained personnel working at the terminal serving Passengers with Reduced Mobility (PRM); in case of an emergency and evacuation, such personnel ensures the management of the passenger assigned to them in the terminal, facilitating their evacuation via the escape routes and reaching the nearest meeting points; for evacuation of the "Sala Amica", follow the specific procedure in force.
- **Fire Brigade:** the personnel seconded to the airport, depending on the availability of staff present and taking into account the necessary coverage of the runway and apron emergency service, represents the priority nucleus of reference of the national fire brigade, delegated with the institutional tasks of fire fighting and rescue.
- **ENAC - Milan Airport Division - Malpensa:** intervenes only if the event can affect normal air traffic operations. The measures that are put in place are covered by the emergency procedures issued by ENAC with specific ordinances;
- **Police (Carabinieri, Air Border Police, Finance Police, Customs, Municipal Police, etc.):** in accordance with their respective institutional responsibilities, they are responsible for maintaining public order.



SAFETY AND TECHNICAL INFORMATION SYSTEMS

The information provided is taken from the technical report attached to the opinion of conformity for fire prevention, duly approved by the Varese Provincial Fire Brigade on 09 May 2013 and to previous opinions.

All the characteristics of the structure and the related safety systems (alarm detection system, extinguishing system, smoke evacuation systems, safety exit calculation, electrical system, lift compartmentalisation, determination of the number fire extinguishers, hydrants, etc.) are fully described and illustrated in the aforementioned technical report attached to the opinion of conformity for fire prevention and are available to external operators for their documentation/training needs

2.1 BUILDING CHARACTERISTICS

The terminal consists of a main building and three satellites (North, Central and South connected perpendicularly on the air-side of the building). The extremity of the satellites, corresponding to the aircraft parking and maneuvering apron, is approx. 100 metres from the main body of the Terminal.

On the East air-side of the building, the main body of the Terminal is adjacent to the runways. On the West land-side of the building, the main body of the Terminal overlooks the road system.

The Terminal is approx. 597m long and 70m deep. It is organised on several floors with heights ranging from –11.38m (technical system tunnel) and +23.82m (air handling unit). The extension of the terminal on the North side adjacent to the third satellite is nearing completion.

Emergency vehicles access the land-side of the terminal building directly from the public road and via driveways, as for the remaining buildings. Direct access, using the ordinary roads, takes place at heights of –3.90m, +1.50m and +14.30m; the air-side of the building is accessed directly from the apron.

The roads meet the needs of the emergency vehicles of the Fire Brigade: load equal to 20 tons. (12 on the rear and 8 on the front axle); road width in excess of 3.50 m.; height in excess of 4.00m.; greatest curvature radius in excess of 13m.

2.2 FIRE BRIGADE PRESENCE

Inside the airport there are two permanent Fire Stations: one is the station situated between the flight runways and the other is next to Malpensa Energia (in front of the aircraft parking area); there is also a fire point near the Malpensa North aircraft parking apron.

2.3 MEDICAL PRESENCE


This consists of the Airport First Aid service situated in the Malpensa Terminal 1 West building at a height of –5.22m.

The service is structured to ensure emergency health presence 24/7 and is organised, through specific procedures, to ensure intervention in emergency situations.

2.4 SIGNS

These comply with regulatory requirements and are adequate in terms of quality and quantity. To allow rapid and orderly evacuation from all building areas (including the satellites), "escape routes", emergency exits and the position of fire extinguishers/fire hydrants are highlighted in particular.

The signs are aimed at facilitating the exit of people in an emergency and are backlit in the event of a power failure (via back-up battery).

	<p style="text-align: center;">Internal emergency planning Emergency and evacuation plan <i>pursuant to Art. 5 of Ministerial Decree 10/03/1998)</i> MALPENSA – building 140 – “TERMINAL 1”</p>	<p>Code: SPPM/PE/T1 Page: 12 of 20 Revision:4 Date: 27.09.2013</p>
---	--	---

2.5 ELECTRICITY DISCONNECTION

Inside the Terminal there are no switches to disconnect the electricity, but it is possible to disconnect both the systems of a specific area of the terminal (limited intervention) by intervening directly on the area electrical panels, or by intervening, from the Control Room, on all the electrical systems of the terminal (under SEA responsibility); the Control Room is permanently manned and, from there, via a specific emergency procedure, it is possible to disconnect the electricity, also of generators.

These interventions, given their critical nature and the importance of disconnecting the electricity of the Terminal, have been defined in an emergency procedure, which allows the power switches of individual electrical panels to be opened via control of the same or via disconnection switches situated in sign-posted positions, fitted with protection against overload currents and short circuits, which can be operated on while live and are suitable for disconnecting the electrical system of the local electrical panel or of all activities according to need.

Disconnection of the entire electrical system (terminal, roads, runway lights, etc.) is supervised by the Control Room Supervisor who, as envisaged by this Plan, in the event of an emergency is in direct contact with the Security Operations Room which, at the request of the Fire Brigade intervening in the area, authorises him to disconnect (the Duty Manager is informed of this need in advance and forwards this information to all agencies).

Commercial areas powered directly from their meter have electricity disconnection devices (circuit breaker) situated near their premises and suitably sign-posted with appropriate signs

Systems which, in the event of disconnection of the general power supply, will continue to be powered, since they have a specific function for the purpose of fire safety, are the following:

- emergency lighting,
- smoke detectors,
- communication and alarm system,
- fire-fighting system and auxiliary services.

The emergency control and monitoring systems connected to the Control Room situated in the central satellite have also been connected to the Control Room situated in the TLC (building 143) in the Technology Centre area approx. 1 Km to the South of the terminal, in order to allow continuity in the event of evacuation of the central satellite.



EMERGENCY

3.1 EMERGENCY PHASES

PHASE 1: NOTIFICATION OF THE EVENT (danger report)

Anyone detecting the start of a fire or any other abnormal event (presence of smoke, flooding, explosions, collapsing, spillage of flammable liquids, etc.) must:

- immediately **notify** the:

SEA Security Operations Room

Highlighting:

- ❖ the nature of the emergency;
- ❖ the place from which they are speaking;
- ❖ any injuries;
- ❖ their details.

- **Or notify** the SEA Security Officers present in the Terminal;


If you are unable to notify the event to any of these people, press one of the FIRE ALARM BUTTONS situated nearby whose location is identified by the signs and by the floor plans displayed in the terminal.

- **Warn** people who may be involved in the developments of the event;
- **Try** to put out the fire with the extinguishers situated in the vicinity, if **you are able** to do so **without jeopardising your own safety and that of others**, also collaborating with other people present.

PHASE 2: PRE-ALERT (receipt of the call)

- **The SEA Security Operations Room**, having received the emergency alarm and/or call, must:
 - send a Security Officer with EMP training for an inspection;
 - pre-alert the Security Supervisor
 - pre-alert the Local Emergency Team LET (at the terminal these are the Security Officers with EMP training);
 - pre-alert SEA Coordinamento di Scalo (SEA Airport Coordination);
 - pre-alert the Fire SEA Brigade;
 - based on the feedback from the Security Officer sent on site, determine whether to terminate the alarm, otherwise proceed with PHASE 3: ALARM.
- **The SEA Security Officer**, having reached the scene of the incident, communicates the status of the situation to the Security Operations Room

If, "first and foremost", he finds or is informed of the presence of an anomalous fact, he must immediately notify the Security Operations Room, communicating the news.

	<p style="text-align: center;">Internal emergency planning Emergency and evacuation plan <i>pursuant to Art. 5 of Ministerial Decree 10/03/1998)</i> MALPENSA – building 140 – “TERMINAL 1”</p>	<p>Code: SPPM/PE/T1 Page: 14 of 20 Revision:4 Date: 27.09.2013</p>
---	--	---

PHASE 3: ALARM (actions resulting from communication of the event)

- **The SEA Security Operations Room**, based on the feedback from the Security Officer and having determined the presence of a situation of:
 - **real danger**, must:
 - activate the Security Supervisor
 - activate the LET Local Emergency Team;
 - request the intervention of the Fire Brigade;
 - activate the MET (Maintenance Emergency Team - through the Control Room);
 - activate the Airport First Aid;
 - communicate the event to SEA Coordinamento di Scalo (SEA Airport Coordination) which, if necessary, will request the intervention of the Police and will notify the other State Agencies.
 - **false alarm or fire put out**, must:
 - communicate termination of the state of emergency to all the Agencies concerned;
 - reset the alarm system and restore its functionality;
- **The Local Emergency Team (LET)**, on receipt of the danger alarm must immediately go to the scene and:
 - In the case of a fire put out:
 - the Security Supervisor communicates termination of the state of emergency to the Security Operations Room
 - In the case of the outbreak of a fire:
 - have the people present move away, if not already done, and try to circumscribe the fire using the extinguishers situated in the vicinity, where this does not constitute a danger to their own safety and that of others;
 - after carrying out all the necessary checks, the Security Supervisor is responsible for communicating termination of the state of emergency to the Security Operations Room
 - In the case of an uncontrollable fire:
 - request the Security Operations Room for the intervention of the Fire Brigade;
 - it is the responsibility of the Security Supervisor present to decide whether to implement partial evacuation. In the case of total evacuation, the decision is taken by the Fire Brigade. The Security Operations Room is notified of the decisions taken and request the evacuation message to be transmitted via the public address system;
 - requests the intervention of the Maintenance Emergency Team which, on arrival at the scene, has the task of securing systems; switches off the heating and air conditioning systems and disconnects the electricity. The Specialised MET Personnel awaits the intervention of the Fire Brigade and puts themselves at its disposal.
 - requests the possible intervention of the Airport First Aid;
 - prevents access of other people in the area concerned by the event, positioning itself moreover at the exit of the stairs at the height of +1.50 so as to avoid ascent in the direction opposite to that of exit.



PHASE 4: EVACUATION

- During emergency evacuation the LET:
 - help people in need;
 - frees escape routes from any obstacles;
 - coordinates evacuation providing the necessary support.
- When the Fire Brigade and the Airport First Aid intervene, the LET:
 - makes itself available and provides all the necessary information (presence of an injured persons, location of fire-fighting equipment, etc.).
- Evacuation phases:
 - Following the transmission of the evacuation message/order via the public address system, all personnel/people must go to the nearest emergency exits, as indicated by the exit signs and represented graphically on the area floor plans and immediately go to the meeting point, following the instructions provided by the LET.
 - The LET directs the exit of personnel and finally ascertains, without compromising their safety or that of others, inspecting the areas and interfacing with the managers of the various organisational units, that there are no more people in the area affected by the event.
 - If there are Persons with Reduced Mobility (PRM), not accompanied by a PRM Assistant, the LET facilitates their evacuation to a safe place.
 - In the event of evacuation of public areas the SEA LET is supported by the EMP of the other operators (shops, bars, restaurants, etc.) in the area.

PHASE 5: END OF EMERGENCY

- After ascertainment by the Fire Brigade, the Security Supervisor, at the specific request of the latter, communicates the end of the state of emergency to the Security Operations Room. (which then transmits it to all interested Agencies).
- In the case of outbreaks of fire, dealt with only with the fire-fighting equipment present on site without the intervention of the Fire Brigade, the LET, after making all the necessary checks, is responsible for communicating the end of the state of emergency to the Security Operations Room.
- The MET, where appropriate, carries out technical checks on equipment, machinery and systems affected by the fire and ascertains and/or restores their functionality and safety.



3.2 EVACUATION PROCEDURES

During the emergency evacuation it is necessary:

- **to leave** the building quickly, in an orderly and calm manner, without creating panic or confusion;
- **to leave** the area via the nearest emergency exit (unless instructed otherwise);
- **not to waste time** to retrieve personal belongings (clothes, valuables, etc.);
- **not to take** with you umbrellas, sticks, bags or large or heavy parcels;
- **not to go back** for any reason;
- **to suspend** work in progress, securing the workplace as far as possible;
- **to help**, as far as possible, the population in need, providing the necessary suggestions;
- **not to use** the lifts;
- **not to obstruct** the entrances to the building;
- **to keep away** from the emergency vehicles in service;
- **to go without delay** to the meeting point to respond to the roll call and receive instructions;

In the presence of smoke or flames it is appropriate to:

- **wet**, If possible, a handkerchief and tie it over mouth and nose, so as to **protect** the airways from smoke;
- **wrap**, if available, wool garments (coats, scarves, shawls, etc.) around the head so as to **protect** hair from any flames.

3.3 PRECAUTIONS

- **Do not** smoke (there is no smoking in the terminal);
- **Do not** throw residues/embers which are alight into rubbish bins, crevices or holes for lift maintenance;
- **Avoid** careless use of naked flames (use appropriate procedures for hot work in confined spaces);
- **Do not** throw canisters/bottles that could contain (liquid or gaseous) flammable substances into rubbish bins;
- **Switch off** electrical equipment, if left unattended, if necessary disconnecting the power cord;
- **Do not** tamper with or misuse any protection or safety means or device.

3.4 DRILLS

Drills concerning application of the emergency and evacuation plan will be scheduled at least annually.

At the end of each drill, any suggestions to improve procedures in terms of operations and safety will be identified in a meeting open to Agencies involved in emergency and evacuation plans in any capacity. Observations emerging will be recorded.

3.5. MEETING POINT

There are several meeting points (for the exact location see the guidance posters placed in the various areas). With the evacuation alarm active, all personnel/persons must go to this area and wait for instructions from the LET/competent Agencies.

During an emergency, it is forbidden to leave the meeting point without permission.

COMMUNICATIONS SYSTEM

4.1 RECOGNITION SIGNS

In the event of an emergency intervention, a high visibility vest with the wording “**EMERGENCY**” is worn by:

- LET (Local Emergency Team)



- MET (Maintenance Emergency Team)
- Airport First Aid

For the SEA Local Emergency Team (LET), in addition to the high visibility vest, a series of Protection Devices are available contained in suitably located cabinets and marked on the Evacuation Floor Plans displayed in the terminal.

The equipment consists of:

- 2 helmets with mobile visor
- 2 pairs of gloves to protect against mechanical and heat hazards
- 2 garments to protect the body against radiation
- 2 electric torches
- 2 high visibility vests (with the wording emergency)
- 2 fire blankets

The material is subject to periodic inspection in the manner prescribed by Ministerial Decree 10/03/1998.

4.2 MEANS OF COMMUNICATION

During emergency/evacuation situations, the Agencies involved in the Plan, each in relation to its specific tasks, must communicate using exclusively the SEA internal telephone network. The numbers to be used are attached to this procedure.

Should it be impossible to use fixed or mobile telephones, Agencies can connect to each other using the radio communication network.

4.3 MEANS OF COMMUNICATION USE

During an emergency it is compulsory for everyone to adopt radio telephone silence (excluding the airport Agencies directly involved in the Plan only for communications regarding the state of emergency and evacuation).

4.4 ALARM SIGNALS

The need to leave the building is communicated with a bilingual message through the public address system.

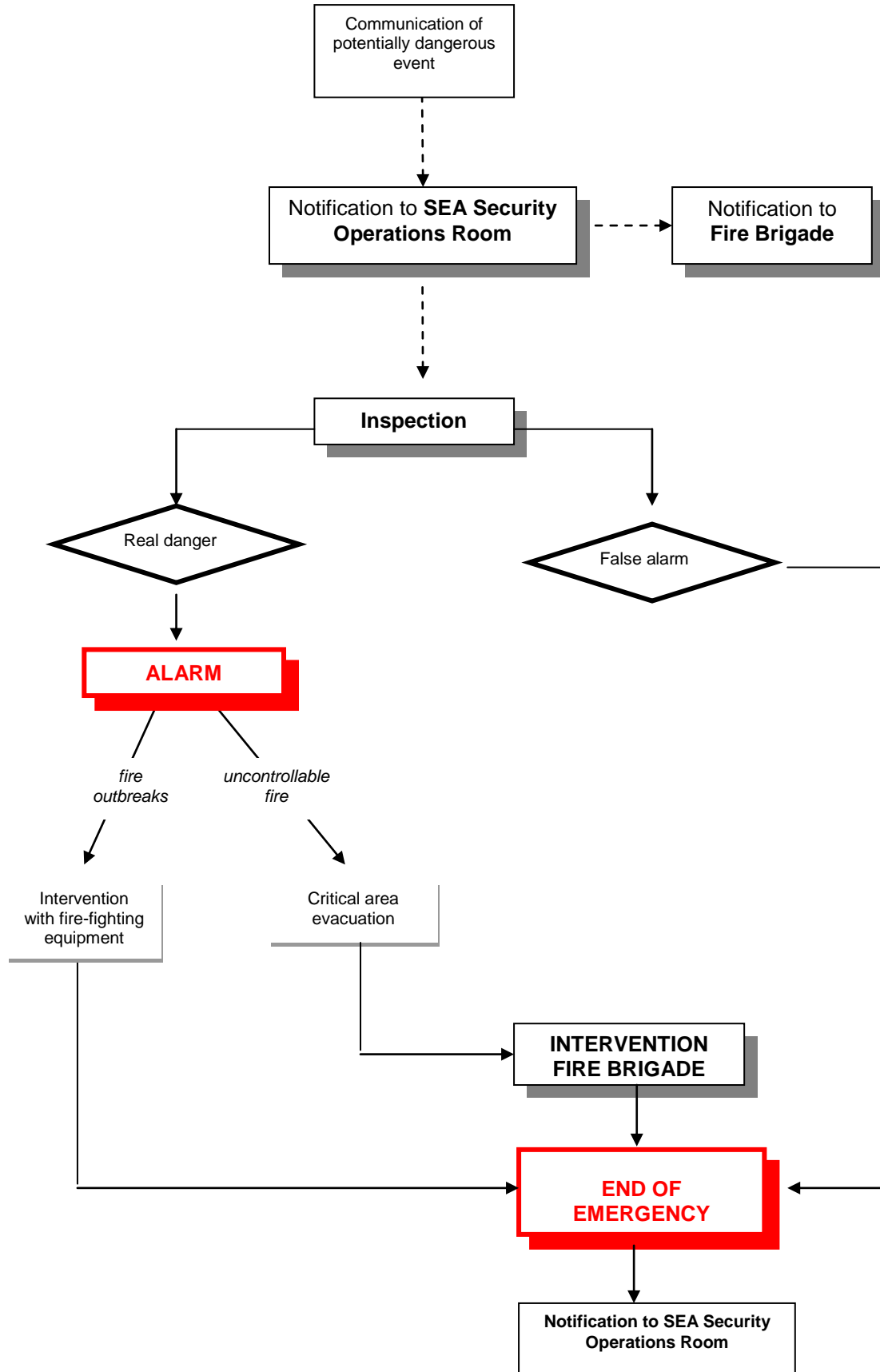
The message invites the population present in the Terminal to leave the area subject to the alarm (partial or total evacuation of the building).

Similarly, once the emergency has ended, a message informs the population that all is clear.



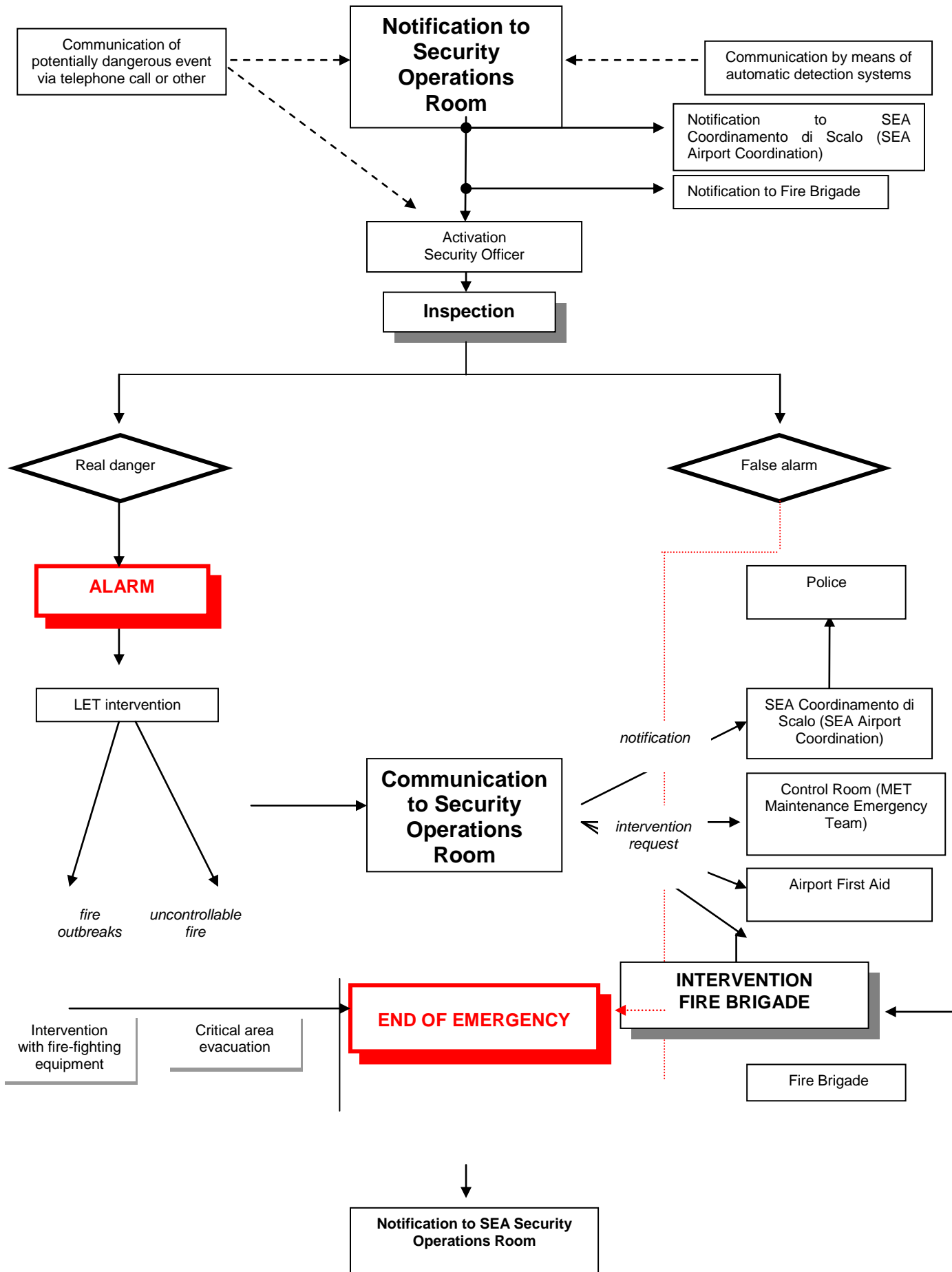
FLOWCHART

5.1 GENERAL FLOWCHART





5.2 DETAILED FLOWCHART





TELEPHONE NUMBERS

AGENCY	EXTERNAL NO.	EXTENSION NO.
SEA - SECURITY OPERATIONS ROOM	02.74862999	62999
SEA - AIRPORT FIRST AID	02.74864444	64444
SEA – COORDINAMENTO DI SCALO (SEA AIRPORT COORDINATION)	02.74862313 02.74868151	62313 68151
SEA - CONTROL ROOM	02.74863450	63450
FIRE BRIGADE	02.74864777	64777
POLICE	02.58584500 02.58580280	-----
CARABINIERI	02.58583439	67641/2/3/4
FINANCE POLICE	0331.796394	-----

ATTACHMENTS

ATTACHMENT "A": “– RULES OF CONDUCT - INFORMATION SHEET FOR EMPLOYEES”

ATTACHMENT "B": “OPERATING PROCEDURES FOR EXTERNAL PERSONNEL IN A FIRE EMERGENCY”



S.E.A – Milan Airports
Internal emergency planning
ATTACHMENT "A"
MALPENSA – TERMINAL 1

Code: SPPM/PE/T1/A
Page: 1 OF 3
Revision: 4
Date: 27.09.2013

INTERNAL EMERGENCY AND EVACUATION PLAN

**MALPENSA
TERMINAL1**

Attachment "A"
***Information sheet in the event of a fire or seismic
emergency***

DISABLED VISITORS

Those who, at the time of the onset of an emergency situation, are involved with disabled visitors (e.g. motor-impaired person, person with immobilised limb, pregnant woman, blind person, elderly person/child), must, if able to do so:

- ñ manage and calm them down during the emergency situation under control or not yet defined,
 - ñ accompany them outside the building, possibly with the support of other people present, when the evacuation alarm is raised;
- if not able to do so: report the situation to the **Local Emergency Team (LET)**

EVACUATION PROCEDURES IN THE EVENT OF A SEISMIC EMERGENCY

DURING THE SEISMIC EVENT everyone must follow the specific evacuation procedures:

INSIDE THE BUILDING:

1. take shelter near the load-bearing structures (thick walls, where present) or a doorway in a load-bearing wall;
2. keep away from windows and glass panels, furniture and hanging and/or suspended objects;
3. in the event of an evacuation, leave the building in an orderly manner;
4. do not run on the stairs and never use the lift.

OUTSIDE THE BUILDING:

1. move away from buildings and power lines as much as possible until at a safe distance;

AFTER THE SEISMIC EVENT

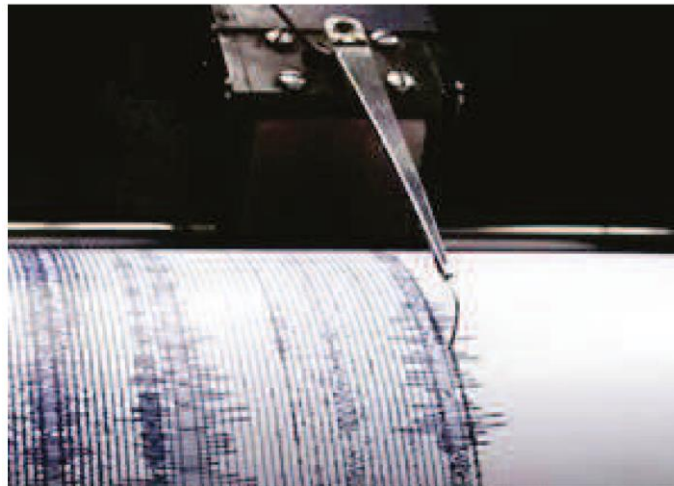
Ascertain the state of health of the people around you, provide help to those in need and facilitate the work of the emergency services

Do not try to move injured people which could worsen their condition.

Do not use the telephone lines other than for real necessity and urgency.

Keep calm and do not panic; panic often does more damage than the event itself

After the event you can, with relative safety, **go outside and find a safe place**. Safe places in these cases are to be found in areas without buildings or constructions. An open space is normally safe, a large clearing, piece of land or wide road. It is always worth considering the height of surrounding buildings and judging the distance from them. Do not take refuge on bridges or embankments that could crumble and collapse.



EMERGENCY AND EVACUATION

RULES OF CONDUCT

Information sheet for employees



FIRE PREVENTION REGULATIONS



IT IS FORBIDDEN:

- ñ to smoke;
- ñ to use naked flames outside the procedures provided for by current provisions for hot work in confined spaces;
- ñ throw canisters/bottles that could contain (liquid or gaseous) flammable substances into rubbish bins;
- ñ tamper with or misuse any protection or safety means or device;
- ñ use private electrical appliances;
- ñ make any changes to electrical connections put in place by Company-appointed personnel;
- ñ obstruct with: equipment, materials or furniture spaces useful for the prompt availability of extinguishing and emergency equipment (fire hydrants, fire extinguishers, emergency cabinets);
- ñ obstruct, even only temporarily, with: equipment, materials or furniture the exit routes (corridors and stairs, as well as rooms/spaces connecting the latter).

Linate

EMERGENCIES	☎ Outside	☎ Extension
 FIRST AID	02 74852222	2222
 FIRE	02 74852280	2280

Malpensa

EMERGENCIES	☎ Outside	☎ Extension
 FIRST AID	02 74864444	64444
 FIRE	02 74862999	62999

RAISING THE ALARM IN CASE OF FIRE

ANYONE DETECTING AN OUTBREAK OF FIRE MUST:

- ñ press one of the fire alarm buttons in the vicinity;
- ñ notify the Security Operations Room by telephone, providing:
 - your name and the telephone number you are calling from;
 - the building and the floor affected by the fire, identifying, if possible, the area involved;
 - the extent of the fire;
 - any injuries;
- ñ warn people who may be involved in the developments of the event;
- ñ inform the emergency management personnel (Local Emergency Team) on the situation;
- ñ evaluate, in conjunction with any other people present, the most appropriate action to take:



➤ controllable fire:

if you are able and can do so without jeopardising your safety and that of others, try to put out the flames with the fire extinguishers in the vicinity, also collaborating with others that may be present;

➤ uncontrollable fire: **evacuate the building.**

EVACUATION PROCEDURES IN THE CASE OF A FIRE EMERGENCY



The evacuation alarm is raised with activation of the visual and acoustic panels (TOA) present in the building, with the emission of a continuous and prolonged audible alarm and the illumination of the wording fire alarm on a red background;

When the alarm is raised, all workers in the area concerned must:

- ñ stop what they are doing and secure, as far as possible, their workstation;
- ñ leave the area via the nearest emergency exit (unless otherwise instructed by the evacuation officers) following the routes indicated by the signs;
- ñ not waste time to retrieve personal belongings (clothes, valuables, etc.);
- ñ not take with them objects that could cause obstruction (umbrellas, bags etc.);
- ñ not go back for any reason;
- ñ help, within the limits of their possibilities, people in need;
- ñ proceed without delay to the meeting point outside and wait for instructions;
- ñ not use the lifts (where present);



In the presence of smoke or flames it is appropriate to:

- ñ if possible, proceed on all fours in order to protect the airways;
- ñ wrap, if available, wool garments (coats, scarves, shawls, etc.) around the head so as to protect hair from flames;
- ñ not obstruct the entrances to the building and keep away from emergency vehicles in service;



S.E.A – Milan Airports
Internal emergency planning
ATTACHMENT "B"
MALPENSA – TERMINAL 1

Code: SPPM/PE/T1/B
Page: 1 OF 3
Revision: 4
Date: 27.09.2013

INTERNAL EMERGENCY AND EVACUATION PLAN

MALPENSA TERMINAL1

Attachment "B"
***“Operating Procedures for External Personnel in a
fire emergency”***



MALPENSA AIRPORT TERMINAL 1

CONDUCT IN CASE OF A FIRE EMERGENCY / EVACUATION

❖ NOTIFICATION OF THE EVENT (reporting danger)

Anyone detecting the start of a fire or any other abnormal event (presence of smoke, flooding, explosions, collapsing, spillage of flammable liquids, etc.) must:

- immediately **notify** the:

SEA Security Operations Room

Highlighting:

- ❖ the nature of the emergency;
- ❖ the place from which they are speaking;
- ❖ any injuries;
- ❖ your details.

- **Or notify** the SEA Security Officers present in the Terminal;

If you are unable to notify the event to any of these people, press one of the FIRE ALARM BUTTONS situated nearby, whose location is identified by the signs and by the floor plans displayed in the terminal.

- **Warn** people who may be involved in the developments of the event;
- **Try** to put out the fire with the extinguishers situated in the vicinity, if **you are able** to do so **without jeopardising your own safety and that of others**, also collaborating with other people present.

❖ EVACUATION MEASURES

The need to leave the building will be communicated through the public address system:

- The message will notify personnel/people at that moment present in the Terminal, inviting them to leave the area subject to the alarm (partial or total evacuation of the building).
- The end of the state of emergency will also be announced through the public address system.

With the alarm system active, everyone present must leave the areas subject to the alarm via the nearest emergency exits of the sector in which they are located, as indicated by the exit signs and represented graphically in the area floor plans displayed, and immediately go to the meeting point indicated.

In the event of an emergency intervention, the persons listed below will wear a high visibility vest with the wording "**EMERGENCY**", ensuring an orderly and safe exit:

- LET (Local Emergency Team)
- MET (Maintenance Emergency Team)
- Airport First Aid



S.E.A – Milan Airports
Internal emergency planning
ATTACHMENT "B"
MALPENSA – TERMINAL 1

Code: SPPM/PE/T1/B
Page: 3 OF 3
Revision: 4
Date: 27.09.2013

❖ **EVACUATION PROCEDURES**

With visual and acoustic alarm system active it is necessary to:

- **to leave** the building quickly, in an orderly and calm manner, without creating panic or confusion;
- **to leave** the area via the nearest emergency exit (unless instructed otherwise);
- **not to waste time** to retrieve personal belongings (clothes, valuables, etc.);
- **not to take** with you umbrellas, sticks, bags or large or heavy parcels;
- **not to go back** for any reason;
- **to suspend** work in progress, securing the workplace as far as possible;
- **to help**, as far as possible, the population in need, providing the necessary suggestions;
- **not to use** the lifts;
- **not to obstruct** the entrances to the building;
- **to keep away** from the emergency vehicles in service;
- **go without delay** to the meeting point and wait for instructions from the Emergency Management Personnel;

In the presence of smoke or flames it is appropriate to:

- **wet**, If possible, a handkerchief and tie it over mouth and nose, so as to **protect** the airways from smoke;
- **wrap**, if available, wool garments (coats, scarves, shawls, etc.) around the head so as to **protect** hair from flames.

❖ **PRECAUTIONS**

- **Do not** smoke (there is NO SMOKING in the ENTIRE terminal);
- **Do not** throw cigarette residues/embers which are alight, in particular into full ashtrays, rubbish bins, crevices or holes for lift maintenance;
- **Do not** leave lit cigarettes on ashtrays and certainly not on a counter top;
- **Avoid** careless use of naked flames;
- **Do not** throw canisters/bottles that could contain (liquid or gaseous) flammable substances into rubbish bins;
- **Switch off** electrical equipment, if left unattended, if necessary disconnecting the power cord;
- **Do not** tamper with or misuse any protection or safety means or device.

❖ **LIST OF TELEPHONE NUMBERS**

AGENCY	EXTERNAL NO.	EXTENSION NO.
SEA - SECURITY OPERATIONS ROOM	02.74862999	62999
SEA - AIRPORT FIRST AID	02.74864444	64444
FIRE BRIGADE	02.74864777	64777