



# FULL EMERGENCY LONDON GATWICK AIRPORT

APRIL 16<sup>th</sup> 2012



Airbus 330 – 300 Virgin Atlantic Airways – G-VSXY





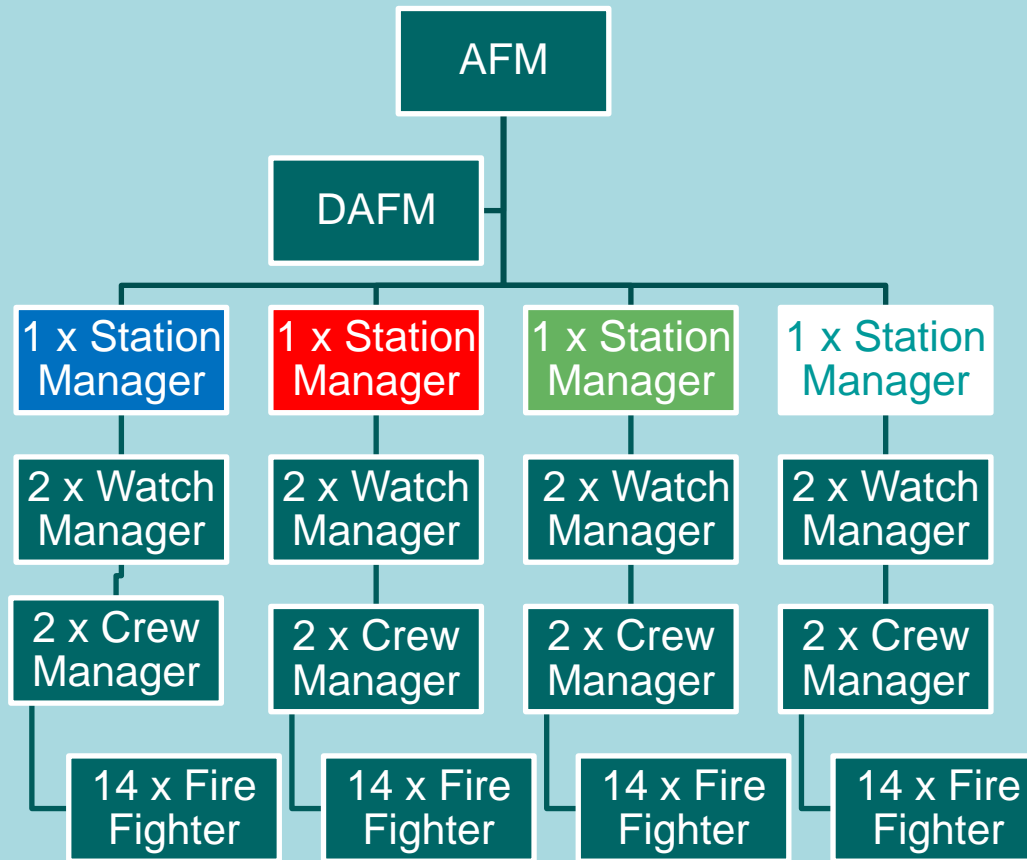
# A shared Experience

- Role of Gatwick Airport Fire and Rescue Service
- Incident Detail
- Incident Communications
- Evacuation Footage
- Local Authority Attendance
- Multi – Agency Operations
- Evacuation & Airport Resources





# London Gatwick Airport Fire Service





## Role of Gatwick Airport Fire and Rescue Service

- Incidents Attended
- Current operational fleet
- Liaison NHS-HART, WSFRS & Sussex Police
- Commercial training courses, facilities and equipment
- Looking forward.





# Gatwick AFS Incident Resources

April 16<sup>th</sup> 2012

## Fire 1

Incident Commander + Police Liaison Officer

## Fire 2

Domestic Tender – Crew Manager + 3 Fire Fighters

## Fire 3

Kronnenburg MAC 08 - 1 X Watch Manager + 2 Fire Fighters

## Fire 4

Rosenbauer Panther 6 X 6. 2 Fire Fighters

## Fire 5

Rosenbauer Panther 6 X 6. 1 Station Manager + 2 Fire Fighters

## Fire 6

Rosenbauer Panther 6 X 6. 2 Fire Fighters

Watch Room Attendant - Fire Fighter





## Incident Details

- Virgin 27X En Route to Orlando Florida from Gatwick. 317 On board
- UK NATS HQ Swanick notified of the emergency situation by French Air Traffic Control @ 12:03
- Gatwick ATC alerted @ 12:15
- Gatwick AFS, Police and Gatwick Control Centre notified of “Smoke in cockpit” & “Overweight landing” @ 12:18
- WSFRS & SECAS alerted @ 12:22
- AFS Take up Stand by positions. WSFRS in position at RVP
- ETA 12:29





# NATS Flight Radar

**flightradar24**  
LIVE AIR TRAFFIC

UTC 11:18

**VIR27X**

**Airline:** Virgin Atlantic  
**Flight:** VS27  
**From:** London Gatwick (LGW)  
**To:** Orlando Orlando (MCO)  
**Aircraft:** Airbus A330-343X (A333)  
**Reg:** G-VSXY  
**Hex:** 4063E6  
**Altitude:** 11075 ft (3376 m)  
**Speed:** 368 Kt (682 km/h, 423 mph)  
**Track:** 32°  
**Squawk:** 7700  
**Pos:** 50.6144 / -1.0647  
**Radar:** N-EGDM1

Speed: 72x

09:19  
07/05/2012

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# VS 27X Initial Communications





## Virgin 27X, ATC and AFS Communications

- AFS Incident Commander Procedure
- Communication Delays
- Clarification of final messages.
- Police initiate SRC
- AFS Actions



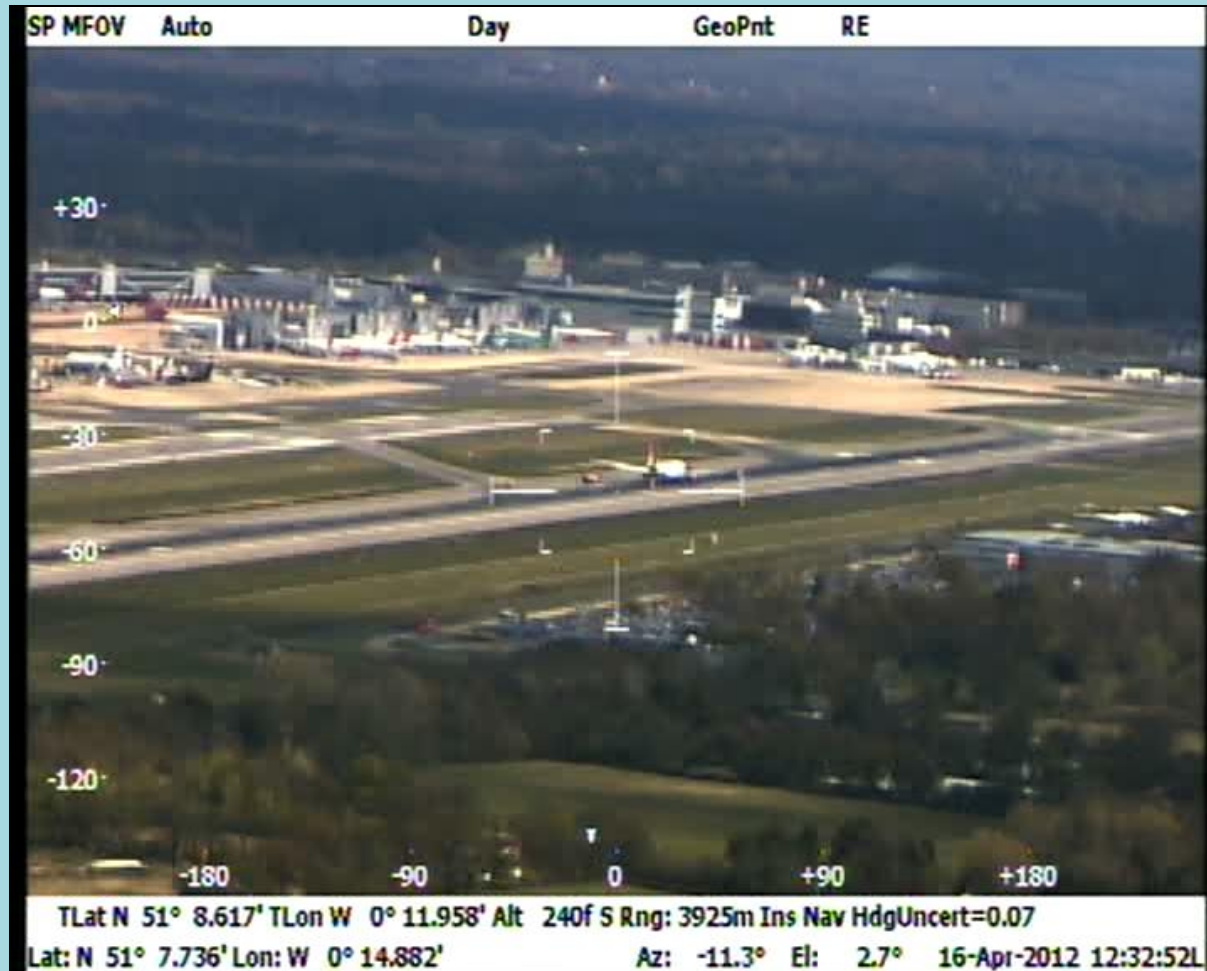


## VIDEO Footage 2. Evacuation and AOSU Marshalls





## Sussex Police Aerial footage





# Multi- Agency Operations

- AFS Actions Continue
- AOSU Role
- Request for WSFRS to Attend Scene
- Police - delayed attendance
- SECAS attendance- Triage
- Casualty Figures / Injuries
- Incident Upgrade Request – Denied
- RFFS Cat Zero
- Preservation of Evidence





## Evacuation and Airport Resources

- Passengers evacuated in 1 minute 32 Seconds
- Chute failure. Door 4 Right
- Virgin Engineers on Scene
- Handling agent equipment requested
- Passenger transportation arrival
- Reinstatement of RFFS Category
- Aircraft Removal
- Return to Operations



# Post Incident Discussion

- Timely Multi Agency Debrief
- Factual Information
- Communication Delays
- Upgrading Incidents
- RFFS Category Zero
- Pre Determined Attendance
- Police Attendance
- AFS Report Writing



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# VS27 Incident prior learning.

PIA B777 incident at Manchester Airport.





## AAIB recommendation 2005-131

It is recommended that that the CAA review the advice given in CAP 168 in regards to aerodromes procedures for leading passengers, evacuated from an aircraft, to secure areas away from the scene of the incident and ensure that the relevant aerodrome \ emergency orders suitably address this topic



- 2006 – Gatwick worked on the evac vehicles & Training for the OP's teams



- 2012 – we got a chance to see their effectiveness

SP MFOV

Auto

Day

GeoPnt

RE



+30

0

-30

-60

-90



- From 2009 Gatwick AFS instructors have worked with VAA safety team to train them in ground based emergency procedures, including the evacuation vehicles.
- The incident, although minor in Fire-fighting & Rescue tasks provided a good test of the vehicles.
- Accounts from crew, passengers and Fire service personnel show the vehicles did perform well and aided the management of PAX on the ground.



# VAA / LGW Fire Service & VS 27 Incident

Matt Whipp

Training Manager - Cabin Safety & Security

# Background into Training at VAA

- Previously Externally Delivered
- Cost saving to bring own fire training in house
  - Instructor Training Delivered by LGW Fire Service
  - Recurrent Training for Instructors
  - Relationship formed with LGW Fire Service



SAFETY + SECURITY + SAFETY + SECURITY + SAFETY + SECURITY

# Background into Training at VAA

— New/updated information passed on to VAA Aircrew



— LGW developed Fire Crews Training to Incorporate Evacuation and Door Training at VAA

SAFETY + SECURITY + SAFETY + SECURITY + SAFETY + SECURITY

# VS 27 Background

- Airbus A330-300 Regn G-VSXY
- 301 pax + 3 infants
  - 291 GB, 6 US
  - 46W and 258Y
  - 134 Male, 138 Female, 29 Children, 3 Infants
- 3 Flight Crew and 10 Cabin Crew
- Incident on Monday 16<sup>th</sup> April 2012 (lunchtime)

SAFETY + SECURITY + SAFETY + SECURITY + SAFETY + SECURITY

# Timeline

Time	Activity
11:27	VS27 pushed back (Airborne 11:48)
12:10	Smoke detectors in rear hold activated three times in quick succession. Decision to return to LGW on PAN.
12:27	Landed / slides deployed (LGW closed)
12:30	Duty Commander activated AMBER (Decision made to send a Red notification)
12:35	<i>1<sup>st</sup> twitter picture of aircraft appears</i>
12:45	Ground Ops & Airport Ops baggage recovery team sent to LGW
13:05	<i>Breaking News: Smoke in Cockpit</i>
13:15	VS AMBER team convened – Decision made to activate several parts of the corporate emergency response plan

# Timeline

Time	Activity
14:30	Support team sent to local hospitals (last team dispatched about 17:30)
15:00	2 <sup>nd</sup> Amber meeting. Latest casualty info: 8. Crew begin debrief at Base
16:20	FRC closed. Pax begin transfer to LGW Hilton.
16:30	AAIB at aircraft. SR visits pax in the SRC and provides interviews
16:45	<i>West Sussex Fire and Rescue stating small fire on board</i>
18:00	3 <sup>rd</sup> Amber meeting. Latest casualty info: 15 sent to local hospitals
18:10	AAIB authorise access to Cabin Baggage. Controlled offload begins.
21:30	Aircraft cleared and cabin baggage en route to LGW Hilton Conference Room
22:00	Most casualties arrive back from hospitals to the Hilton (3 left in hospital)
23:30	Majority of bags collated – unclaimed items left secured overnight

# Cabin Crew Actions

- Evacuation called after being on runway for 4 minutes
- Slide descent faster than expected by both pax and crew
- Directed Pax to Vehicles (as seen in Recurrent Training)
- Triage at scene not possible due to Crew being told to gather together away from pax
- Debrief given after statements to Police etc...







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Tom Jackson @thomaspjackson

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@richardbranson super service from virgin crew in very traumatic circumstances. Tucked up in Gatwick Hilton looking fwd to our 747 tomorrow

10:56 PM - 16 Apr 12 via Twitter for iPhone - Embed this Tweet

Reply Retweet Favorite

Don't miss any updates from Tom Jackson

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Full name Email Password

Text follow thomaspjackson to 21212 in Canada

Sign up

# The morning after

- Pax compensation questions
- Pax frustration at media representation
- Special flight set up VS127 for disrupted pax
- Another letter issued for departing VS127 pax
- Return pax journeys were tracked
- Customer Care line 9-5pm / EAP still active
- Return letter prepared (pro-active claims)
- Amber stood down @10:00

# Lessons Learned

- Speed of Special Category pax to doors
- Slide Descent – faster than expected by both pax and crew
- Evacuation rate – its it possible to slow it down?
- Crew wanted to assist injured pax at scene but directed not to
- Full AAIB report not issued as yet
- On-going support to Crew involved



- VS27 – Learning !
  - Emergency planning- make sure all agencies are involved and understand the plan.
  - Airline Cabin & Flt crew still have a role to play post evacuation, especially when support is still on route.
  - Citizen journalists, Twitter, Facebook etc

# Questions?

