

CRISIS MANAGEMENT

NORWEGIAN AIRPORTS

- CAA Norway made some investigations in 2006 – 2007.
- Exercises showed that everything was not working OK.
- Crisis plans were not good enough.
- Persons were not working with the right things.
- Especially the leaders.

- Many persons were working on the wrong level. Again mostly the leaders.

- CAA Norway started a cooperation with Falck Nutec.
- A 2 year agreement were signed.

- Falck Nutec went to all the CAA airports (42 airports) + Oslo Airport.
- Exercises were arranged at all the airports.
- Starting with basic training and ended with a full scale exercise including external participants.

- CAA Norway made new crisis plans for all the airports.
- The same was done for Oslo Airport.

- The plans were divided in 3 levels.
- Strategic level.
- Tactical level.
- Operational level.

- STRATEGIC LEVEL.
- The head office for CAA Norway in Oslo.
- Do the thinking/take discussions for the next days/weeks.
- Takes care of:
 - Business recovery.
 - Media.
 - How do we get the airport opened again.
 - Contact with government etc.

- TACTICAL LEVEL.
- The leaders (directors) at the airports.
- Do the thinking/take discussions for the next hours.
- Contact with head office in Oslo.
- Support operational level.
- Make discussions for the airport.
- Contact with local media.

- OPERATIONAL LEVEL.
- The airport fire brigade and others who is working at the incident site.
- Do the immediate work when the accident happens.

- Oslo Airport is different.
- All 3 levels at the airport.
- Strategic level. The head leaders (directors) at the airport.
- Tactical level. The head of the departments.
(Head of fire brigade)
- Operational level. Airport Fire Brigade and others.