



**Proven in drills and actual emergencies**  
**EMERGENCY MANAGEMENT WITH FACT24 AT COLOGNE BONN AIRPORT**

Client



Sector

Transport & Logistics

Problem

For many years, secondary alerting at the airport was conducted manually, using the telephone system in the headquarters of the airport fire service. However, the procedure was dogged by the restrictions of this telephone system, and the airport had reached the limits of what was required for a modern commercial airport. The alerting process was far too time-consuming and laborious.

Solution

After in-depth consideration, in the year 2000 Cologne Bonn Airport decided to introduce **FACT24** Notification and Conferencing Service. This service enables all emergency personnel required to be notified reliably and professionally at the press of a button within minutes of an incident occurring - be it a minor event or a major disaster. The service even represented a financial saving for the airport, in comparison with the costs of setting up and operating its own alarm server.

Benefits

- Easy operation in the event of an emergency
- Persons are alerted in parallel operations
- Simple, convenient Web-based data management
- Operates independently of in-house telephone systems
- Rapid implementation possible
- Lower operation costs in comparison to in-house alarm server

**Cologne Bonn Airport** is the largest low-cost air hub in continental Europe, dispatching around 10 million passengers to over 130 destinations in 2006. In terms of overall traffic, i.e. passenger and freight traffic (approx. 700,000 tonnes p.a.), Cologne/Bonn is Germany's fourth largest airport. The Cologne-Bonn Airport terminal houses around 160 companies, of which Flughafen Köln-Bonn GmbH is the largest, with around 2,000 employees. The non-aviation sector comprises an array of stores, restaurants and cafes and car parks, providing a broad range of services for passengers and visitors. A total of around 11,500 people work on the airport premises.

At Cologne-Bonn Airport, the topic of safety is particularly critical for the airport fire service, crisis teams and technical departments. Their primary goal is to ensure smooth running of all airport operations. A comprehensive emergency plan is therefore in place, detailing the processes, areas of responsibility and alternatives for every possible type of crisis. In addition, specific alert and mobilization orders and a variety of hazard prevention plans for individual scenarios have been designed.

**BASELINE POSITION AND CHALLENGE ::**

Before the introduction of **FACT24**, secondary alerting at the airport was conducted manually using the telephone system at the headquarters of the airport fire service. However, the procedure was dogged by the restrictions of this telephone system, and the airport had reached the limits of what was required for a modern commercial airport. The alerting process was far too time-consuming and laborious. The decision was taken to optimize the process, with the aim of reliably and professionally notifying all emergency

personnel required at the press of a button within minutes of an incident occurring – be it minor event or major disaster. An airline based at the airport first drew the airport operator's attention to **FACT24** Notification and Conferencing Service.

**SOLUTION ::**

After in-depth consideration, in the year 2000 Cologne Bonn Airport decided to introduce **FACT24** as the solution to its alerting requirements. Alarm servers were tested, but ultimately rejected as they failed to match **FACT24**'s performance. In addition, **FACT24** can be implemented without the need for special hardware or software and without complex installation procedures.

Since this time, **FACT24** has been in operation at Cologne Bonn Airport, alerting members of crisis management groups or management, airport fire service staff, medical services, SA team (supporting passengers and relatives), a range of technical divisions and the PR department depending on the type of incident involved. In addition, the system informs external persons such as authorized representatives of a variety of airlines, police and emergency services.

**IMPLEMENTATION ::**

A total of around 300 persons are stored in the **FACT24** system for notification in the event of an emergency. The airport fire service has overall responsibility for data management and activation of **FACT24**.

In the event of an incident or emergency, the planning staff at the control centre call the **FACT24** activation number on the instructions of the director of emergency operations or if specific alarm keywords



**High-availability alarm activation**

« As a service, **FACT24** not only saves us the costs of operating our own alarm server. In addition, we always have the use of state-of-the-art technology. In the event of a major emergency, our own hardware or telephone systems could also be affected. However, with **FACT24** we benefit from a notification solution with guaranteed availability of 99.98%. »

Michael Herpers, Technical Emergency Operations Manager of the airport fire service at Cologne Bonn Airport.

apply. The system requests the caller to provide identification in the form of a user ID number and PIN. The caller then selects the required alarm scenario by entering the predefined alarm number on the telephone keypad. If no alarm message has been configured in advance, the caller now has the opportunity to record a message. In addition, scenarios already stored in the system can now be changed temporarily in line with the actual situation.

Everything else is taken care of by **FACT24**. The systems call the emergency staff assigned to the specific alarm scenario, using up to 240 parallel ISDN lines. The persons notified listen to the recorded message and confirm its receipt by entering the travel time they require to reach the scene at Cologne Bonn Airport (or, if they are unavailable, "0"). These confirmations are assembled by **FACT24** and used as the basis of regular alarm reports which are sent to the director of operations by fax. The director of operations thus has a detailed alarm report within minutes, serving as a basis for decision-making in planning further operations. The system report details the system's success in contacting the persons designated, and their availability.

In general, up to five telephone numbers can be assigned to each name in the **FACT24** system. If a person is not reachable, pre-defined deputies are automatically called. In addition or as an alternative, further offices can be notified of an emergency by fax or e-mail.

Within the first minutes of the alarm, **FACT24** can alert several hundred persons in parallel. In addition, spontaneous telephone conferences of crisis team

members can be called. The **FACT24** premium system variant also enables a hotline to be set up in the event of emergency, to take calls from, say, relatives of passengers or companies on the airport premises. A telephone is all that is needed to activate **FACT24**, and a PC with Web access is sufficient for data management of the alarm scenarios.

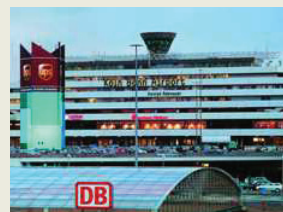
**Regular drills**

Practice alarm drills are held several times a year. As an international commercial airport, Cologne Bonn is obliged to hold major exercises in compliance with the directives of the International Civil Aviation Organization (ICAO). In October 2006, **FACT24** proved its worth in a major emergency drill at Cologne Bonn Airport involving over 300 emergency staff and "extras". The staged collision of two passenger aircraft in conditions of poor visibility looked terrifyingly real

In drills and genuine emergencies, **FACT24** has proved itself to be faster, more secure and more versatile than the previous system in use at Cologne Bonn Airport. The control centre staff of the airport fire service receive regular training in operating the system. New members of staff are given in-depth instructions on all aspects of the alarm process.

**Future Prospects**

Michael Herpers, Technical Emergency Operations Manager of the airport fire service, particularly appreciates **FACT24**'s ease of operation and convenient management of alarm scenario data. **FACT24** will shortly be integrated with Cologne Bonn Airport's own emergency management system.



PICTURES: Cologne Bonn Airport



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