

# Ops Advice

## Frequently Asked Questions

### 1. What is an Ops Advice?

An Ops Advice is an information-only message prepared and distributed by the Airport Control Centre (ACC) via SMS and email to terminal stakeholders when ACC have been advised of a disruption to services that may affect operations and customers. It is expected that on receipt of notification, stakeholders share the information via their own internal communication procedures.

An Ops Advice is **not**:

- A replacement of the 000 or the 9478 8500 emergency call system. The 000 emergency call system should always be dialled if there is any likely threat to the welfare of persons, threat to assets, or significant threat to airport operations.
- A replacement of Perth Airport Response System (PARS). PARS are issued to a restricted group for emergency response situations.
- A replacement of the Perth Airport Notices (PAN) system. PAN's are issued for predicted disruptions; Ops Advice will be notification of reactive or unpredicted disruptions.
- A substitute for internal agency notification systems. The primary contact of agencies and organisations are expected to ensure that the appropriate persons within their own organisation are provided with information as appropriate.

### 2. Why are we providing Ops Advice messages?

So that our business partners are made aware of unexpected interruptions that impact the PAPL estate and might affect their operations.

### 3. How will this be implemented?

The initial release will provide notifications of disruptions to services such as; unavailability of operational equipment like baggage systems and aerobridges; unexpected impacts to airfield operations; system outages; terminal evacuations; severe weather event including when low visibility operations are in place; and major road traffic incidents affecting access to terminals.

Other areas of notification will be considered after 3 months following a review of the Ops Advice system.

### 4. How are operational disruptions to services at Perth Airport reported to stakeholders?

When a significant operational disruption to services occurs, Perth Airport will send an Ops Advice via SMS and email to specific individuals.

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Not every minor disruption will be reported. It will only be those where the disruption is for an extended period of time. Consideration of reporting on other operational disruptions will occur once the system has matured and upon feedback from stakeholders as to its merits or deficiencies.

In most instances a subsequent message referencing the initial Ops Advice message will be sent when normal operations have resumed.

### 5. Who is eligible to receive Ops Advices messages?

For the implementation phase, those who receive an Ops Advice is restricted to selected recipients of selected stakeholders. Consideration of broadening the distribution will occur at the 3-month review of the system.

Not all operational disruptions are alerted to all parties. Those receiving the Ops Advice are usually those stakeholders that are likely to be directly affected by the operational disruption.

### 6. Will I get all messages? Can I switch off or divert when on leave?

Yes, as this is essentially a push notification system you will get all messages issued 24/7. In the implementation phase the system does not allow you to opt in or out or divert to another person.

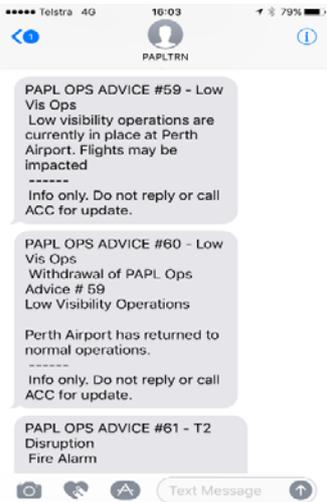
### 7. Can messages be tailored to my preferences e.g. switched off when I'm not on shift?

No. It is your responsibility to silence when not on duty if you don't want to receive the message.

### 8. How will I receive an Ops Advice message?

The Ops Advice will be received by text message (SMS) and email simultaneously. It will contain basic information regarding the operational disruption with a proposed time to return to normal operations and any interim solutions if required.

An example of how an Ops Advice will be received via SMS is below.



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Note an Ops Advice is a broadcast message generated by a computer system. Response to the SMS or email will not be monitored.

### 9. Do I need to respond to the Ops Advice?

No. Ops Advice notifications are for information purposes only. An Ops Advice is a broadcast message generated by a computer system. Response to the SMS or email will not be monitored.

**Do not call the Airport Control Centre, Perth Airport or its staff unless you are reporting an emergency (as per existing procedures) or have further information regarding the escalation or resolution of the operational disruption.**

### 10. What action is expected when I receive an Ops Advice?

An Ops Advice is simply informational advice on an operational disruption that may affect your business. How you react to the Ops Advice is a procedural responsibility of your organisation. Note that the information provided to you is in confidence and must not be retransmitted beyond your organisation.

Perth Airport expects that your organisation has a procedure that ensures continued operations during a service disruption and information sharing within your organisation or other agencies.

### 11. How reliable is the system delivering an Ops Advice?

While the local system distributing an Ops Advice message is tested and proven, it is still dependant on functioning local mobile services and system capacity. SMS messages are delivered by third-party telecommunications companies and as such can be delayed in their delivery. Perth Airport will not be responsible for delivery of such. As a result, an Ops Advice is not a primary incident notification system.

### 12. Can other people in my organisation receive an Ops Advice?

In the implementation phase, Ops Advice messages are issued to selected recipients within your organisation only. It is expected that stakeholders disseminate the information internally.

### 13. What should I do if the recipient contact details change?

If the contact details change, email [opsadvice@perthairport.com.au](mailto:opsadvice@perthairport.com.au) with the updated details.

### 14. What happens if I should be aware of a disruption but have not received an Ops Advice?

**Please do not contact ACC**, especially during a period of operational disruption. Email [opsadvice@perthairport.com.au](mailto:opsadvice@perthairport.com.au) to confirm your contact details.

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### 15. What information can I share when I receive an Ops Advice?

Perth Airport expects that you would share the relevant information that is required within your organisation to initiate an effective level of continued operations.

Details of organisations, persons or any statement of situation or cause should not be re broadcast. The provision of information publicly is the responsibility of Perth Airport.

### 16. Can I provide comments on the Ops Advice system?

We welcome your comments on ways to improve this system and our communications with you.

If you have any specific ideas for improvement, comments and/or suggestions, please email to [opsadvice@perthairport.com.au](mailto:opsadvice@perthairport.com.au). These will be reviewed and discussed at relevant stakeholder meetings.