



Media Manual - Emergency Situations -

FREQUENTLY ASKED QUESTIONS

1) What does the term “emergency situation” signify?

For the airport authorities, an emergency situation refers to any incident which prevents the smooth operation of the airport and/or of one or more flights and presents either a serious risk to human life or the actual loss of human life.

2) I have an unconfirmed report that something very serious is taking place at the airport. How can I confirm the accuracy of my information?

If a genuine emergency is taking place, the only appropriate way of confirming the accuracy of your information is by visiting www.hermesairports.com, the official website of Cyprus’s airports and/or by following Hermes Airports’ official account on Twitter: [@CyprusAeropolis](https://twitter.com/CyprusAeropolis).

If there is indeed an emergency, you will see the words “IMPORTANT ANNOUNCEMENT” in a conspicuous place on the home page. This will contain the first official information for the public and the media about the incident. The announcement will be available in Greek and English. Please note that the relevant announcement will only be uploaded to the home page of the airport where the emergency is taking place. In other words, if the incident concerns Larnaka International Airport only, the announcement will only be available on the Larnaka International Airport home page. Similarly, if the incident concerns Pafos International Airport, the announcement will be uploaded only to the Pafos International Airport home page. In cases where the incident concerns both airports it will appear on the home pages of both Larnaka and Pafos International Airports.



3) I am not satisfied with the briefing that is available on Twitter and/or the airport website. I want to speak with someone in charge of the airport in order to obtain more detailed information.

In the first hours of an emergency, first priority for the authorities is to manage the situation and, possibly, the effort to save lives. Unfortunately, at this stage, the media should not expect any additional information above and beyond the initial online briefing. It should be noted that the announcement will contain only as much information as the airport authorities consider suitable for an initial official public and media briefing. If the announcement does not contain further details or clarifications, this means that the airport authorities, respectfully complying with international treaties, Cypriot legislation and other relevant agreements, are not in a position to provide more information at this initial stage of the emergency. We wish to make clear that any attempt to obtain additional information at this initial stage will be ineffective. Further details, however, will most likely be released later.

4) Who is responsible for briefing the public?

If the incident concerns an airline accident, then the airline involved in the emergency situation is responsible for the provision of information concerning passenger lists, flight crew details, its flights, the aircraft involved and/or any other actions. It is important to note that depending on the seriousness of the incident, the publication and announcement of such information will take place only with the mutual consent and approval of the “Appropriate Authorities” of the Republic of Cyprus and the airport authorities. In extremely serious cases, the “Appropriate Authorities” of the Republic of Cyprus, is likely to be the only body authorized to issue statements regarding sensitive information to the Media. Depending on the nature of the incident, Hermes Airports Ltd, Operator of the airports of Cyprus, may issue announcements regarding the possible consequences or changes to the flight schedule of the two airports and/or the generic operation of the two terminals.



5) I have been trying without success to contact the Press Office of the airports whose telephone is constantly engaged. Why is this?

The Hermes Airports Press Office and the Marketing and Communication Officers are always available to the Media (Tel: 24 742165; e-mail: pressoffice@hermesairports.com) However, depending on the seriousness of the situation, communication with them is likely to be extremely difficult. This usually happens for two reasons:

- a) Because a large number of journalists attempt to contact the Press Office for information at the same time. Clearly one person cannot answer all calls from the Media representatives simultaneously. On previous occasions, more than one hundred calls have been registered during the first hour of an incident, while in many instances three or four journalists from the same Media outlet have tried to contact the Press Office at precisely the same time.
- b) Because during the initial hours of an emergency occurring at Cyprus' airports, the Press Office of Hermes Airports Ltd is not authorized to provide information above and beyond the one contained in the online announcement displayed on Twitter (@CyprusAeropolis) and/or Hermes Airports website (www.hermesairports.com).

6) Will I be able to obtain further information if I contact other airport services/departments directly?

In no instance will any airport service or department, apart from the authorized spokesperson, provide off the record or on record information to the Media, not even to merely confirm that an incident has taken place. The Media should know that in a crisis situation, all airport services and departments will focus their full attention on their duty, which is to manage the situation effectively and not to brief the Media. Any telephone calls to airport personnel or services will constitute needless harassment and will simply make their efforts even more difficult.



7) There has been an accident. I want to go to the airport to cover the story and, specifically, to approach the scene of the accident. Will I be allowed to do so?

The scene of the accident will most probably be cordoned off already. The Press Office will obtain approval for Media access to the site in extremely few instances and only when it is considered feasible, essential and safe. Alternatively, it is possible that the Media will be offered another area from which the incident may be monitored. It should be noted that Media requests for access to the area where aircraft are located (e.g. taxiways) will be approved only with permission from Hermes Airports Ltd and Department of Civil Aviation. Any individual entering the incident area without permission will be subject to arrest and prosecution.

The first priority in an emergency is to protect the victims and their right to privacy. While it is not the intention of Hermes Airports to prevent Media access to the victims, it will support and impose their decision or that of their next of kin if they choose not to expose themselves to Media scrutiny. It is likely that the Media will require permission from Hermes Airports, the airline concerned and/or the Department of Civil Aviation and/or the Cyprus Police and/or the Cyprus National Guard before they may approach the victims. In the case of a bomb warning or suspicion of a bomb placement, access is strictly forbidden to all monitored areas of the airport and, in particular, those in which the alleged explosive device is likely to have been placed.

8) My channel wishes to set up a live link from the accident scene. What do we need to bear in mind?

Setting up a live link requires special permission from the airport authorities, and specifically from the Press Office of the airport. It is not permitted to place cables, cable extensions, lights or any other equipment in any public area without the approval of Hermes Airports Ltd. Camera positions must be agreed upon in advance with the authorized representative of Hermes Airports. It should be noted that these arrangements must under no circumstances prevent the movement of passengers and the smooth operation of the airport or the possibility of action by rescue and other services.



9) Is aerial coverage of the accident scene possible?

News helicopters and drones may not overfly the accident scene and/or land in the private area of the airport without obtaining the prior approval of:

- a) the Operation Centre of Hermes Airports
- b) the Department of Civil Aviation

10) I am interested in obtaining statements. Who will talk to the Media?

Depending on the seriousness of the incident, a decision will be taken on whether a press conference will be held and at what time. If a press conference is to take place, the Media will be informed about it and, initially, all interested Media representatives should gather in the Press Room which is located a) for Larnaka Airport: on the third floor of the eastern side of the building, next to the Department of Civil Aviation offices b) for Pafos Airport, on the eastern side of the building, next to Hermes Airports administration offices. During a crisis, the press office will be opened to journalists without any special formalities. This is where statements are issued by the airport authorities and/or the responsible government services. Regarding the next steps and any change to the procedures, the Media will receive an on-the-spot briefing. The location for statements issued by the airlines or other involved services will be announced by the airlines themselves. We wish to clarify, however, that it will not be the Press Room used jointly by Hermes Airports and the Department of Civil Aviation. It should be noted that admission to press conferences is strictly forbidden to anyone but journalists and film crews. It is likely that there will be a police presence to ensure that the correct procedures are adhered to.

11) How frequently will Media briefings occur?

Depending on the circumstances, this will be announced by the airport authorities on Twitter (@CyprusAeropolis) or by the responsible "Appropriate Authorities" of the Republic of Cyprus. The airport's Press Office staff or some other responsible authority will endeavor to support the Media -wherever possible and permissible- with additional clarifications and information concerning the incident and the airport's installations and operations.



12) I have obtained additional and/or unofficial information from an anonymous source about an extremely serious incident concerning the airport. Can I broadcast it? The Media are advised to be especially careful with what they broadcast about the incident. Exclusive responsibility for the broadcast of unofficial information and/or details that have not been officially announced by the responsible authorities lies with the Media. If any information should affect the interests of Hermes Airports Ltd, the company operating the airports reserves its legal right to take suitable action.

13) If I don't accept these procedures, can I act differently given that it is a case of keeping the public informed?

You are reminded that Cyprus's two international airports are operated by Hermes Airports Ltd. The Media must adhere strictly to all relevant instructions, without opposing or preventing any police officer during the course of his/her legal duty, any member of Hermes Airports staff or any representative of other involved government or non-governmental services from carrying out their work. Media representatives are not above the law and, if arrested, will be treated like any other transgressor. The above-stated policy has been drawn up and implemented in order to guarantee that the airport and the Media alike are in a position to serve the public interest.

14) Are there any special arrangements concerning parking for the Media in an emergency situation?

Hermes Airports always provides free parking to Media representatives covering news stories, and especially in case of a serious incident. The appropriate area for the Media is the public car park. Media vehicles are not permitted to park in any area of the airport other than the designated car park. In particular, it is strictly prohibited for Media vehicles to park at the entrance to any building, on the road, along the roadside or on the pavement at either airport. Vehicles left in the above-mentioned areas will be towed away for reasons of security.



15) What about issues of safety and insurance for Media representatives on the airport premises? Who is responsible?

It is hereby clarified that Hermes does not provide any type of insurance coverage for the Media (i.e. film crews, reporters, photographers and their equipment). For this reason, it is essential that Media representatives (i.e. film crews, reporters and photographers) take out personal all-risk insurance policies, including general third-party liability. It is also hereby clarified that Hermes cannot be held liable or responsible for any bodily injury, death, loss, legal action, claim for compensation, demand, fine, damage, costs or expenses (including all investigation and legal costs and all expenses including related legal expenses) caused by actions of the Media or related in any way to actions of the Media (i.e. film crews, reporters and photographers). Furthermore, the Media (i.e. film crews, reporters and photographers) must indemnify Hermes against any claim for damages relating to bodily injury, death, loss, legal action, claim for compensation, demand for costs and expenses (including investigation and legal costs) and any damage to any immovable property belonging to Hermes and/or any legal or physical person present at the airport (and its installations) caused by actions of Media representatives and/or personnel and/or employees and/or physical persons authorized by the Media such as film crews, reporters and photographers.

16) What is the purpose of this Manual? Has it been drawn up in an attempt to restrict Media access to sources of information and to limit the Media's right to keep the public informed?

On the contrary. The purpose of this Manual is to help all Media outlets to simultaneously obtain timely and correct information about any emergency situation concerning Cyprus's two international airports. This Manual enables Media representatives to be aware in advance of what they need to do and how to obtain information at such crucial moments so that they, in turn, may inform public opinion correctly. An additional purpose of the Manual is to help us all to work within a common framework, in an organised and orderly fashion. Situations to be avoided include what happened in relation to the "Helios" tragedy in August 2005 when, due to a lack of coordination and a failure to provide proper briefings, sections of the Media proceeded to broadcast baseless information about the existence of survivors as well as the unfounded



story that all the passengers had been children on a school trip. In a crisis situation, we all have a fundamental obligation to respond to our duties, not only as professionals but also as human beings, respecting human dignity, and to avoid causing needless panic and pain to our fellow men and women.

Hermes Airports
Press Office
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