

# Valuable Volunteer Contributions in Aviation Emergencies - The Hong Kong Experience

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# Bruce WONG (王肇鋒)

- IAFPA Member
- Ambassador to Asia-Pacific, Institute of Civil Protection & Emergency Management
- Country Representative, International Association of Emergency Managers
- National Fire Protection Association (NFPA) Committee members of:
  - Aircraft Rescue and Firefighting
  - Technical Search and Rescue
  - Fire Service Occupational Safety
  - Emergency Responders Occupational Health
- Assistant Manager (People Safety and Human Factors) of an airline based in Hong Kong







## ***Hong Kong (Chek Lap Kok) International Airport***











## 2024/25 Fiscal Year

Passenger throughput: 54.9 million

Air traffic movements: 373,000

Flight handling capacity: 102 flights / hour at peak hours

# Major Air Crashes in Hong Kong

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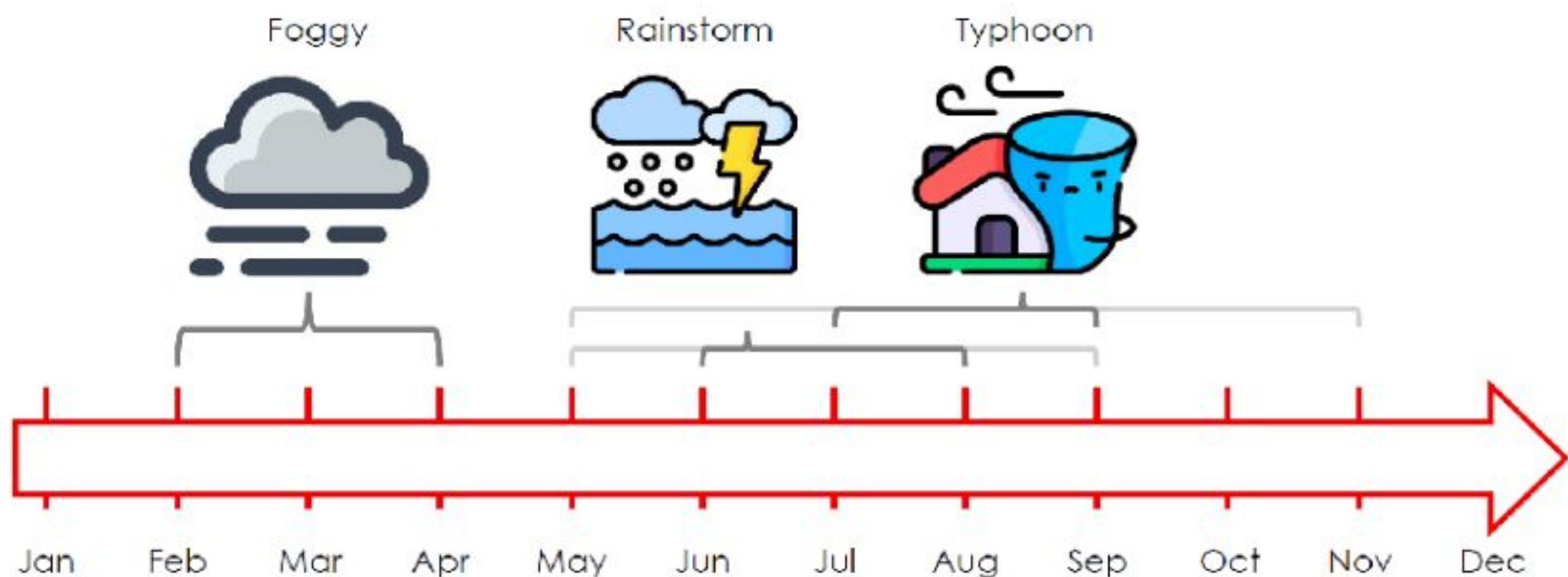
4 Nov 1993 @ Kai Tak Airport



22 Aug 1999 @ Chek Lap Kok Airport

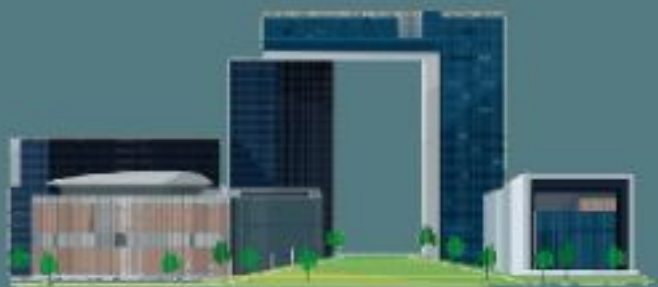


# Severe Weather Impacts on Aviation Safety in HK





# Contingency Plans for Aviation Emergencies



- Contingency Plan for Natural Disasters
- Contingency Plan for Dealing with an Aircraft Crash in Hong Kong



- Emergency Procedures Manual
- Business Continuity Manual
- Safety Management System Manual

# Importance of Volunteers in Aviation Emergencies



- Victims & their families
- Passengers in terminal
- People impacted on the ground
- Occurrence of multiple disasters



Overwhelm local capacity

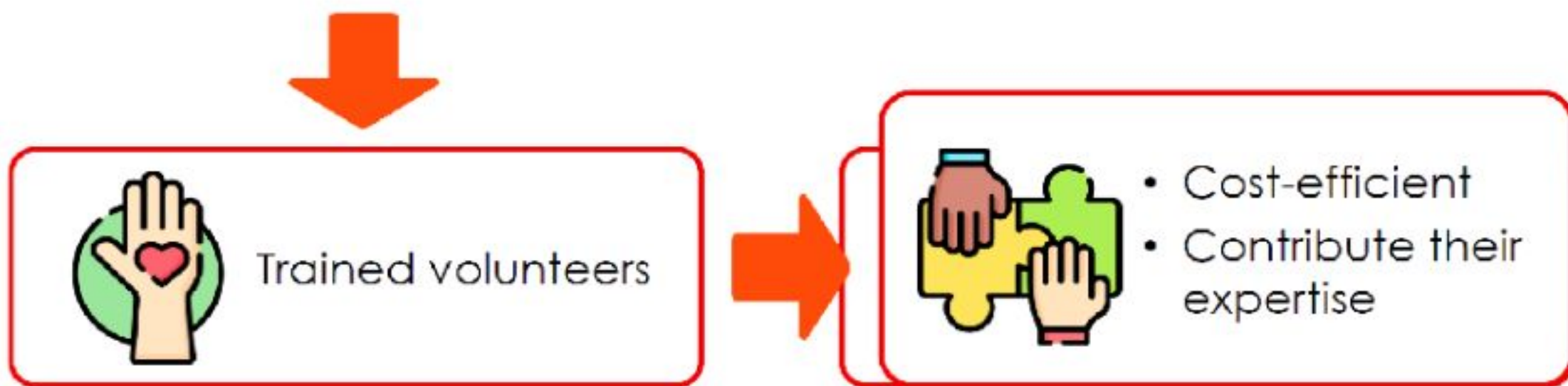


Additional trained manpower



# Importance of Volunteers in Aviation Emergencies

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## Cost-efficient

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Emergency Responders (Regular)	Start Point (Basic Salary)
Firefighters	\$25,470 (US3,267)
Paramedic	\$25,470 (US3,267)
Police Constable	\$28,940 (US3,712)





# Civilian Experts

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From:

- Medicine
  - Hospitality
  - Social services
  - Safety and health
  - Engineering
  - Information technology
  - Finance
- ...etc



**“Civilian Experts”**  
refers to specialized technical  
knowledge that is often part of or  
brought in to assist with disaster  
response efforts.

# Volunteer Contributions to Aviation Emergencies



## Preparation

Exercise Support

## Response

Search and Rescue  
Causality Handling  
Crowd Management  
Assistance to victims and  
their families





## Volunteer Contributions in *Preparation Phase*

# Preparation - Exercise Support

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- > 100 drills and exercises / year
- different scale (dozens > hundreds of people)
- different themes (Air crash, infection disease, system failure... etc)





# Preparation - Exercise Support

## Types of volunteers



**Emergency  
Volunteers**



**General  
Volunteers**



**Students**

**Aviation/Hospitality**

**Communication**

## Roles

- **Designated duties**

- **Passengers**
- **Victims' family members**
- **Casualties**

- **Reporters**

# Exercise Support - General Volunteers





# Exercise Support - Students

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## Volunteer Contributions in *Response Phase*



# Response - Causality Handling



# Response - Assistance to victims and their families

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# Response - Assistance to victims and their families

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# Response - Crowd Management

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## Take Away Message

# Benefits of Volunteer Support in Aviation Emergencies

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Enhancing  
**workforce**  
resilience in crisis



Leveraging  
**expertise** for  
community crisis

Ensuring **essential emergency capacity** in the city







**Thank you for your time!**

**Bruce WONG**

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