



**Sir Seewoosagur Ramgoolam International Airport**  
**AIRPORTS OF MAURITIUS Co. Ltd**

# **Cyclone Procedure**

**Edition 2 – Version 02**

**July 2019**

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**RECORD OF AMENDMENTS**

<b>ISSUE</b>	<b>DATE</b>	<b>LEVEL</b>	<b>Reason for amendment</b>	<b>Total pages of the document</b>
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## Preface

The information contained in this procedure will be kept up to date by an amendment service. Any suggestions or changes to the procedures should be forwarded to:

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## FOREWORD

A cyclone may be referred to as a hazard caused by the nature. During occurrence of such environmental event and due to it being out of human control, there may be severe disruption to services and infrastructural impact and may cause flight delays or cancellation.

The Cyclone Procedure developed and maintained by the Airports of Mauritius Co. Ltd outlines the communication process as well as the mode of operations during the various warning stage in the event a cyclone impacts on Mauritius.

The aim of this procedure is to provide guidance on the course of actions to be initiated during the various classes and the aftermath.



Prakash Mahabirsingh  
Senior Manager Airfield Safety & Operations  
July 2019

## 1. Introduction

A tropical storm is a large scale low pressure area originating over tropical waters with organized convection and definite cyclonic wind circulation, in which the maximum gust is estimated to vary from 124 km/h in a Moderate Tropical Storm up to over 300 km/h in a Very Intense Tropical Cyclone.

## 2. Cyclone season

In the South Indian Ocean this weather phenomenon usually occurs during the summer months, particularly during the period November to mid-May of the following year. On some rare occasions a tropical storm may even form during the month of October.

## 3. List of names

The list of names of tropical storms and cyclones is established by countries forming part of the WMO RA 1 Tropical Cyclone Committee which meets bi-annually. The names are given in alphabetical.

*Note: Cyclones coming from the Australian Region will retain their original name when they enter in the zone of Responsibility of Mauritius.*

## 4. Cyclone bulletins

When a tropical disturbance intensifies into a moderate tropical storm, the Mauritius Meteorological Services informs the general public about its name, position, movement, and likely times of specific weather sequences.

As it moves towards Mauritius, and a cyclone warning Class I or Class II is in force, bulletins are issued at about 6-hourly intervals. As the cyclone intensifies and/or approaches Mauritius, and a cyclone warning Class III is in force, the frequency for the issue of cyclone bulletins increases to once every three hours. When a cyclone warning Class IV is in force bulletins are issued on ad-hoc basis.

Each bulletin is designated numerically i.e. First, Second, Third etc. to indicate a sequence and is dated and timed. It gives the latest information available about the position, intensity and movement of the cyclone, together with a forecast of expected times of commencement of specified wind speeds and gust conditions.

## 5. Cyclone warnings

Once it appears that a cyclone is approaching Mauritius or its vicinity, cyclone warnings are issued by the Meteorological Services through the cyclone bulletins referred to above.

The classes of warning are as follows:

### **Warning Class I**

Issued 36 to 48 hours before Mauritius or Rodrigues is likely to be affected by gusts reaching 120 km/h

### **Warning Class II**

Issued to allow, as far as practicable 12 hours daylight before the occurrence of gusts of 120 km/h

### **Warning Class III**

Issued to allow, as far as practicable 6 hours of daylight before the advent of 120 km/h gusts.

### **Warning Class IV**

Issued when gusts of 120 km/h have been recorded in some places and are expected to continue.

### **Termination**

Issued when there is no longer any risk of gusts exceeding 120 km/h.

The all-clear signal will be given by the authority designated by the Prime Minister's Office.

## 6. Crisis Committee

A Crisis Committee comprising Airports of Mauritius Co Ltd (In the Chair), ATOL, Department of Civil Aviation, Mauritius Meteo Services, Police, Passport & Immigration Office, MRA-Customs, MOH & QL, Air Mauritius, Ground2Air, AOC, AIOM, AHRIM, Yu Lounge, and other main airport stakeholders will be convened by AML on the issue of a class II cyclone warning.

The Emergency Operations Centre (EOC) on the first floor of the Ex-Passenger Terminal Building will be converted into a 'CRISIS COMMITTEE ROOM' where representatives of the committee will meet.

Contact Nos: Tel: 603 6196 and 637 9960

Fax: 637 6195

The role of the Committee will be to plan appropriate action and notification to all parties concerned on the operational capability of the airport and to determine the impact of a cyclone on airport operations.

After the issuance of a cyclone warning class III or IV, the Crisis Committee will review all scheduled and non-scheduled flights. Except in the case of an emergency, no flights will be allowed to take-off or land until all the facilities have been fully assessed and restored where necessary.



The Meteorological Services will provide regular information on weather condition and cyclone forecast to the Crisis Committee.

## 7. Actions to be taken following the issue of cyclone warnings

### 7.1. Class I Warning

As soon as a Class I warning is issued, all airport agencies will implement their internal cyclone procedures. Every agency at the airport is requested to issue, well in advance, instructions to their staff as to precautions to be taken as soon as a cyclone starts moving towards Mauritius. These instructions should include the preparation for the closing of doors, bringing down and locking of shutters, parking of vehicles and protection of aircraft and equipment, amongst others. It should be noted that normal airport operations would continue during a Class I warning.

TAFS (Terminal Aerodrome Forecasts) are normally issued by the Mauritius Meteorological Services to all airlines and ground handlers at the following times.

TIME OF ISSUE and VALIDITY up to 30 hours

0530 UTC	0600 / 1200 UTC
1130 UTC	1200 / 1800 UTC
1730 UTC	1800 / 0000 UTC
2330 UTC	0000 / 0600 UTC

A list of all key organisations and airline personnel and their contact numbers can be found in the Aerodrome Emergency Plan.

Air Mauritius and Ground2Air will advise Airline Representatives and specifically request them to contact their Headquarters and initiate necessary actions towards the protection and safeguard of their aircraft and equipment in the event of degradation in the weather conditions as a result of the approach of the cyclone.

AML will advise the representatives of any private and military aircraft at the airport not handled by any ground handler.

### 7.2. Class II Warning

As soon as a cyclone warning Class II is issued, AML Airfield Duty Coordinator will collect information on availability / state of operation of lighting, visual aids, refueling facilities and apron services, Health, Passport & Immigration, Customs and weather forecast from Meteorological Services and, communicate this information to the DCA for NOTAM action. The NOTAM to be issued by DCA should, inter alia, contain the actual and forecast weather from cyclone bulletins issued by the Meteorological Services; availability / state of operation of communication and navigation aids (obtained from the DCA itself).

AML will convene the Crisis Committee. Members will be contacted by their representatives on duty at the airport. The latter will represent their organisations until such time the actual members take over.

The Crisis Committee will plan appropriate action and notify all parties concerned through AML Airfield Duty Coordinator (ADC) and ATOL Duty Terminal Coordinator (DTC). Depending on the evolution of the cyclone, the Chairman of the Crisis Committee will decide on the frequency of the meetings, which will be convened up to three hours after the promulgation of Cyclone Warning Class III. Thereafter, in the event of a Cyclone Warning Class IV, members of the Crisis Committee will remain in contact through telephone and / or mobile phones for subsequent planning.

During the crisis period, based on latest information available from the Meteorological Services, airlines will be requested to take appropriate decisions on their respective flight movements and communicate same to the Crisis Committee. Subsequent rescheduling of arrival / departure times of aircraft affected by the cyclone shall be done by AML in consultation with the Crisis Committee. The Crisis Committee will then communicate the information to the organisations as per the Telephone Contact List. It should be noted that any sudden change in meteorological conditions may warrant modification of any established plan. Airlines should therefore be prepared for same.

Air Mauritius and Ground2Air must operate the maximum number of check-in counters available for their respective flights and should encourage passengers to proceed through passport & immigration formalities as soon as possible after check-in to expedite the process. Public Address (PA) system will be used to that effect.

Passport & Immigration services will make maximum use of all counters available (36 ARR and 26 DEP) with the required manpower.

ATOL will provide maximum number of staff from Terminal Operations for proper channeling of passengers to the designated counters in Departure to alleviate congestion.

AML will man maximum number of X ray Apparatus with manpower at the CBS area to alleviate congestion.

Police will monitor passengers and public movements during and after the cyclone as per their in-house operating procedures.

AHRIM counter will be operational in the public well-wishers/Check in hall to provide information (hotel accommodation, Public Relations, etc.) to tourists. Similarly, ATOL, Air Mauritius, Ground2Air, AHRIM, MTPA and Tour Operators will provide necessary information on the cyclone to all arriving passengers in the Tour Operators Hall.

Duty Managers of Air Mauritius and Ground2Air will ensure that selective and best use of public address system is made so as to give appropriate information to passengers in case of flight delays. The FIDS or website can be used as well to this effect, displaying any relevant information for passengers.

Airport Medical Officers will provide First Aid service. AML ARFFS can be called upon as may be required.

Particular emphasis is laid on the need for all organisations operating in the Terminal to ensure full presence and commitment of their employees to effectively manage the situation and the implementation of the contingency plan.

### 7.3. Class III Warning

When a cyclone Warning Class III is issued, the airport (flights and handling services) will operate only for three hours after such promulgation. Aircraft movements outside this period of time will not be allowed except in case of emergency.

The aerodrome will be closed after 3 hours and any commercial or private aircraft under accountability of any Ground Handler shall be stowed in the hangar. If hangar space is not sufficient, aircraft shall fly to other airports or otherwise if stayed on the apron, Airports of Mauritius Co Ltd, will not be held liable for any damage caused to the aircraft by cyclonic gusts or any flying objects.

Air Mauritius and Ground2Air will handle aircraft on ground and other aircraft on approach to Mauritius before closing service. They will advise (by telex) all other aircraft bound for Mauritius not to depart from their last port of call or to divert to another destination as handling services will be withdrawn on account of the cyclone warning class III.

AML/ATOL will retract and anchor the Passenger Boarding Bridges (PBB) after the last aircraft movement.

The text of a NOTAM announcing closure of the Aerodrome and advising operators to reconfirm their schedules when the Aerodrome reopens will be forwarded by AML to DCA for promulgation.

The Chairman of the Crisis Committee will arrange with local radio stations and the Mauritius Broadcasting Corporation (MBC) to communicate closure of the Aerodrome, using the standard format given below, and the announcement is to be made in English, French, Creole and Hindi.

***‘Due to severe cyclonic conditions prevailing in Mauritius, Airports of Mauritius Company Limited wishes to inform the public and intending passengers that the Airport will be closed on..... (Date).....as from... (Time)...until further notice.’***

Air Mauritius and Ground2Air must inform AML Airfield of the withdrawal of handling facilities. In case of passengers having already reached the airport for departure, aircraft may be allowed to take-off if the weather conditions permit. If same is not possible, Tour Operators must transfer their passengers to hotels or alternative accommodations whilst vehicular traffic movements are still permitted on the roads. Similarly, individual passengers must be encouraged by their respective airlines to return home.

Prompt action must be taken by all agencies operating at the airport to evacuate non-essential staff from airport premises. All essential airport agencies should maintain communication systems, mainly telephone, mobile phone, radio telephone, telex and fax services on a 24-hour basis, as far as practicable.

### 7.4. Class IV Warning

No operations are to take place through Mauritius once a cyclone warning Class IV has been issued, except in case of emergency. Every effort must be made by Air Mauritius, Ground2Air and Airline Control Centres to ensure that all stations concerned are notified of the status of airport facilities. Air Mauritius and Ground2Air will give the latest information to all Stations and Airline Control Centres regarding the cyclone before

communications are disrupted. In case of disruption in communication, the Ground Handlers and the Airlines must make use of the local radios for dissemination of required information on flights.

It is to be noted that when the eye of a cyclone is passing over Mauritius, an area of the island may experience fine weather with sunny spells during daylight. As the cyclone moves away from that area, surface winds will increase and become as violent as before. All precautions must be maintained until the Meteorological Services have officially waived the cyclone warning.

## 8. The aftermath

As soon as the cyclone warning Class IV is waived and “all-clear” signal is given by the authority designated by the Prime Minister’s Office, the Crisis Committee members will meet again at the Emergency Operations Centre, the timing of which will be disseminated to all concerned by AML.

The Head of every agency will inspect the areas / offices / items under his / her responsibility for any damage and submit a report to the Crisis Committee on whether the operation of the airport has been affected.

The Crisis Committee will review:

- i. Report on deaths / injuries / damages
- ii. Operational facilities – runway, taxiways, apron, nav aids and buildings and availability of services such as Police, Customs, Health, Immigration, Meteorological Services, etc.
- iii. Inland communication facilities,
- iv. Communications facilities – (SITA, AF Circuits and overseas telephones),
- v. Traffic handling capability,
- vi. Electricity services, potable water etc,
- vii. Engineering services,
- viii. Flight and airport catering services, bars and restaurants,
- ix. Refueling facilities,
- x. Banking facilities.

The Crisis Committee will prepare regular SITREPs (Situation Reports) and advise management of all airport agencies. Once the time for the resumption of flights is confirmed, the Crisis Committee will review the proposed schedules and if necessary provide guidelines on the priority to be applied for arrivals and departures.

The text of a NOTAM announcing the reopening of the aerodrome will be forwarded by AML to DCA for promulgation.

The Chairman of the Crisis Committee will also get in touch with the local radio stations and MBC for a communiqué, using the format given below, in English, French, Creole and Hindi:

***‘As cyclonic conditions no longer prevail in Mauritius, Airports of Mauritius Company Limited wishes to inform the public and intending passengers, that SSR International Airport will be reopened as from .....(Time) ...this...(Date). Before proceeding to the airport, passengers are strongly advised to call the following telephone numbers for flight information and / or reconfirmation of their flights: ...’***

As a considerable number of passengers will converge to the airport as soon as it reopens, the police in conjunction with the Crisis Committee will put in place a contingency plan to control the flow of vehicles and public / passengers to the airport.

Frequent announcements will be made on the Public Address system in the Passenger Terminal Building by Air Mauritius and Ground2Air to inform the traveling public about aircraft movements. Through the MBC and the local radios, the ground handlers must also make an appeal to passengers to inquire about flight schedule on the following numbers: flights handled by Ground2Air on 152; flights handled by Air Mauritius on 603 3030. The MBC and the local radios will be requested to assist with regular updates of aircraft movements to the traveling public.

The ATOL hotline is 8965.

When the Crisis Committee is satisfied that backlog movements have been cleared, another NOTAM will be issued to declare that the situation is back to normal.

## 9. Hotels

In the case of lengthy delays for departure of aircraft, hotels are urged to hold passengers on the hotel premises whenever possible, until such times as they have firm flight information details.

AHRIM member hotels will offer a 20% discount on public room rates to incite tourists to stay in the hotel, depending on availability of accommodation.

Hotels may contact Air Mauritius or Ground2Air for flight information on the following telephone numbers:

<b>Ground Handlers/ Airlines</b>	<b>Air Mauritius Tel 603 3030</b>	<b>Ground2Air Tel 603 5904</b>
	Air Mauritius	Air Austral
	Air France	British Airways
	Air Seychelles	Comair
	Corsair	Condor
	Emirates Airlines	Air Italia
		South African Airways
	Thomson	Air Madagascar
	Austrian Airline	
	TUI	
	Lufthansa	
	Turkish Airlines	

### **GROUND2AIR**

603 5902/3

152 (Call Centre)

603 5904 (Flight Operations)

### **Air Mauritius Ltd**

603 3030 (Call Centre)

603 3034/ 3039 (MK Duty Managers)

603 3038 (Ground Operations Control Centre)