



**PERTH
AIRPORT**

Media

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Perth Airport emergency call-out system receives top honours/recognition

The difference of a few moments could mean the difference between a disaster and an incident under control.

The emergency call-out procedure at Perth Airport allows for those split second responses to potential emergencies providing a quicker and more effective response.

The system at Perth Airport was designed in consultation with ActiveCall which won top accolades in the Telecom Project Award category at the Western Australian Information and Technology & Telecommunications Association Awards held on Friday, March 26, 2004.

This Perth Airport system allows for real time reaction to incidents at airport where the emergency response team needs to be called to action or be on stand-by for action. The system allows a single operator to make 120 calls simultaneously to ensure a quicker response time.

"One phone call and or SMS can be made to all staff at the same time with staff responses, availability noted and logged in real time simply by clicking the activate button."

"Our previous system for incident call-outs required a minimum of 45 minutes to assemble a response team. With the Active Call system an operator can assemble the response team in less than three minutes."

The new system which was implemented in March 2003 has allowed Perth Airport to be at the forefront of emergency incident management.

This client/server system enables Perth Airport to respond to emergencies quickly and efficiently using SMS's with follow up telephone calls to rostered staff. Responses are displayed on the airport controllers computer screen in real time so that they know who is attending and whether back up rostered staff need to be contacted. ActiveCall's system which generates the SMS's and telephone calls is in a purpose built location in East Perth increasing the security in the event of Perth Airport being threatened or disrupted.

"Flexibility is also one of the features of the new call-out system at the airport. It is a cost effective system which allows us to better manage the entire call-out process in an emergency situation in a more efficient and effective manner."

The ActiveCall system has been designed specifically to Perth Airport requirements and is the only system of its kind in Australia.

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AUSTRALIAN MAJOR AIRPORT OF THE YEAR 2003

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