Recommended Practices During Diversion and Passenger Recovery in Russia
GAC Facts:
- Global Aviation has been supporting airline diversion and technical needs since 2000.
- Many major commercial aviation passenger and cargo airline clients
- Geographic areas of service include Russia, Eastern Europe, Central Asia and China (recently introduced).

GAC Services Introduction

- **Alternate Airports Diversion Coverage**
  - Assistance With Diversion Planning
  - Alternate Airports Evaluation
  - Access to Comprehensive Airport Database
  - Alternate Airports Availability Monitoring and Reporting
  - One Phone Call Diversion Handling
  - On the Ground Airport Support
  - 24/7 Coverage, Coordination, and Support

- **Dispatch and Operational Support**
  - Assistance With Irregular OPS
  - Follow up on permissions and issues

- **Charter GH and Fuel arrangements**

**GAC Services Introduction**

**DIVERSION PLANNING**

**DISPATCH SUPPORT**

**SUPPORT AT THE AIRPORT**

**REGULATORY SUPPORT**

**POST DIVERSION EVALUATION**

**CHARTER ARRANGEMENTS**
All operators must define a sufficient set of alternate airports, such that one or more can be reasonably expected to be available in varying weather conditions - ETOPS requirement.

All Alternate Airports in Eastern Europe, Central Asia, are also supported by GAC.
NORTH AMERICA ROUTES: RUSSIAN DIVERSION AIRPORTS

- Yakutsk (YKS / UEEE)
- Habarovsk (KHV / UHHH)
- Vladivostok (VVO / UHWW)
- Yuzhno-Sakhalinsk (UUS / UHSS)
- Magadan (GDX / UHMM)
- Anadyr (DYR / UHMA)
- Petropavlovsk (PKC / UHPP)
- Sheyma (SYA / PASY)
- Cold Bay (CDB / PACD)
- Anchorage Intl (ANC / PANC)
- Juneau (JNU / PAJN)
- Vancouver Intl (YVR / CYVR)
- Calgary Intl (YYC / CYCY)
- Edmonton Intl (YEG / CYEG)
- Winnipeg (YWG / CYWG)
- Toronto Intl (YYZ / CYZ)
GAC RUSSIAN ALTERNATE AIRPORTS EVALUATION CATEGORIES

http://globalavia.com/diversion-coverage/reports

Category I
Certified for regular operation of wide body aircraft types. Adequate facilities and services, frequent international movements, hospitals (complete facilities), and acceptable hotels are available.

IRKUTSK IKT/UIII Good GH and passenger’s facilities. Average Int. movements.
KRASNOYARSK KJA/UNKL Good GH facilities. Average Int. movement. Enough space for passengers in transit area. New passenger terminal.

NOVOSIBIRSK OVB/UNNT Good GH and passenger’s facilities. Frequent international movements. Airport can be used as alternate H24. B747 Cargo OPS.

ST. PETERSBURG LED/ULLI Good GH and passenger’s facilities. Frequent international movements. Airport can be used as alternate H24.

Category II
Acceptable facilities for diversion, from adequate to marginal GH services, from frequent to low international movements. Acceptable hospitals and limited hotel rooms availability.

ANADYR DYR/UHMA Adequate GH and passenger’s facilities. Small passenger terminal. Limited hotels availability. Low Int. movements. A town and airport is divided by lake. Limited weekend HRS of OPS. Low temperatures and severe weather conditions in winter.

PETROPAVLOVSK-KAMCHATCKY PKC/UHPP Good GH facilities and equipment. Limited space for passengers in a terminal. GH services are not available outside operational hours. Average Int. movements.
Category III  Acceptable to poor passenger facilities; From acceptable to marginal ground handling services, none to low international movements, small hospitals and hotels are available. Might be considered as alternate depending on situation and distance to Category II airports. Prior permission to land requirement and fuel shortage in some instances.

**BRATSK BTK/UBBB** Good RW and Navigation equipment, but marginal GH and passenger’s services. Low international movements. Limited space for passengers in transit area in the terminal. Limited hotel rooms availability. The airport is officially certified for B777.

**CHITA HTA/ UIAA** Marginal GH and passenger’s services. Very low international movements. New international terminal. After landing RW29 180-degree turn should be made at the RW end (width 56m). Marginal English language availability.

**MAGADAN GDX/UHMM** Adequate GH. Small passenger’s facilities/terminal. Limited hotels availability. Low Int. movements. Low temperatures and severe weather conditions in winter. Limited hospital facilities.

**MURMANSK MMK/ULMM** RW is quite narrow (42 meters). Limited space on the apron for “heavy” aircraft. Low international movements. Limited GH facilities for “heavy” aircraft. Hotels are available in the town.

**NORILSK NSK/UOOO** Not authorized for international operation except dire emergencies. Domestic airport. ATC service might not be available in English. Customs and Immigration services are not available. Extremely low temperatures and strong winds in winter months. Adequate new terminal with Jet bridges.

**YAKUTSK YKS/UEEE** Limited GH equipment for B787 and A350. Limited space in international transition hall for passengers. In winter normally there are extremely low temperatures between -30 degrees and -50 degrees Celsius. Limited RW length and operational restriction due to RW repair until the end of 2020.

Category IV

No adequate facilities and services. No international operations. Adequate medical care and hotel rooms might not available. Domestic airports. No English language. It should be considered as alternate in the extreme and critical emergency situations only and when no other category of airports is available.

**POLYARNUI PJY/UERP** Not authorized for international operation except dire emergencies. Domestic airport. ATC service might not be available in English. Customs and Immigration services are not available. Narrow RW. RW turning pads width are 28 meters. All turns are to be completed on the RW. The only one TW (18m width) in the middle of the RW is available to taxi to the apron. Low temperatures in winter. Marginal GH and passenger’s services.

**MIRNY MJZ/UERR** Not authorized for international operation except dire emergencies. Domestic airport. ATC service might not be available in English. Marginal GH and passenger’s services. Customs and Immigration services are not available. No Acceptable facilities. Low temps in winter.

Category V

Runway only.

**TIKSI IKS/UEST**
GAC UNIQUE DIVERSION SUPPORT SERVICES

GAC HAS PIONEERED POLAR DIVERSION SUPPORT IN RUSSIA WITH 20 YEARS OF EXPERIENCE

CRITICAL AND IMPORTANT SERVICES GAC PROVIDES ARE PRE, DURING, AND POST DIVERSION

PRE DIVERSION PLANNING SUPPORT
- ASSIST WITH DIVERSION PLANNING AND EXERCISE
- MEETS US FAA, JCAB, CAAC AND OTHER AUTHORITIES ETOPS GUIDELINES AND REQUIREMENTS
- GAC CREATED PROPRIETARY AIRPORT INFORMATIONAL DATABASE (airport equipment information in seconds – high loaders, etc.)
- ALTERNATE AIRPORTS AVAILABILITY REPORTING BASED ON MOST CURRENT INFORMATION
- PROVISION AND TRANSLATION OF DOMESTIC AIRPORTS NOTAMS (NORILSK, POLYARNUI)
- NOTAM CLARIFICATION (example of runway equipment u/s)
- DIVERSION RISK ADVICE
- CONFER WITH DISPATCH AND ADVISE ON BEST AVAILABLE AIRPORT
- FAST ARRANGEMENTS FOR SERVICES (in some cases after APT ops hrs)

DURING DIVERSION
- COORDINATE HANDLING OF THE UNCERTIFIED ACFT TYPE (B787 fueling and other schematics, etc.)
- PLAN AHEAD OF TIME (For example - to put maintenance in GD?)
- ANTICIPATE AND PREVENT POTENTIAL PROBLEMS AS PER PAST DIVERSIONS
- EXPERIENCE COORDINATION OF ALL ASPECTS OF DIVERSION (pass svc,cargo hold offload onload)
- GAC WORKS WITH IT’S A SPECIFIC COORDINATORS AT EACH AIRPORT
- GAC IS PART OF YOUR AIRLINE TEAM (we actively advise, NOT just passive, waiting for orders)
- EXPERIENCE IN PROCURING HEAVY EQUIPMENT (crane, forklift)
- GOOD RELATIONSHIP WITH FATA/MATMC
- ABILITY TO RESERVE HOTEL ROOMS AT GROUP RATES (where available)

POST DIVERSION
- DIVERSION REPORT AND CRITIQUE.
- ADVISE ON HOW TO IMPROVE – PROVIDE INFO TO CLIENTS FOR PLANNING
<table>
<thead>
<tr>
<th>Airport Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Airport Secondary Name:</strong></td>
<td>TOLMACHEVO</td>
</tr>
<tr>
<td><strong>Airport of Entry:</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>State:</strong></td>
<td>RUSSIAN FEDERATION</td>
</tr>
<tr>
<td><strong>City:</strong></td>
<td>NOVOSIBIRSK</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td>Tolmachevo Airport, Ob-4, Novosibirsk Oblast, 633104, Russ</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>20 km W of Novosibirsk, 9 km NW of Ob</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.tolmachevo.ru">http://www.tolmachevo.ru</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Contacts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Contact:</strong></td>
<td></td>
</tr>
<tr>
<td>GROUND HANDLING</td>
<td></td>
</tr>
<tr>
<td>Tel: +7 (383) 216-91-13</td>
<td></td>
</tr>
<tr>
<td>SITA: OVBFXM</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:ops@ovbport.ru">ops@ovbport.ru</a>, <a href="mailto:pds@ovbport.ru">pds@ovbport.ru</a>, <a href="mailto:smena_pds@ovbport.ru">smena_pds@ovbport.ru</a></td>
<td></td>
</tr>
<tr>
<td>Mobile: +7 (913) 720-45-17 (18)</td>
<td></td>
</tr>
<tr>
<td>SLOT COORDINATION</td>
<td></td>
</tr>
<tr>
<td>Pritulenko Elena</td>
<td></td>
</tr>
<tr>
<td>Tel: +7 (383) 216-91-15</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:e.pritulenko@ovbport.ru">e.pritulenko@ovbport.ru</a></td>
<td></td>
</tr>
<tr>
<td><strong>OPS AIRPORT MANAGER:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Backup Contact:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Igor Knazyhevskiy</td>
<td></td>
</tr>
<tr>
<td>Head of Cargo&amp;Mail Department</td>
<td></td>
</tr>
<tr>
<td>&quot;Airport Tolmachevo&quot;</td>
<td></td>
</tr>
<tr>
<td>633104, Ob-4, Novosibirsk Region, Russia</td>
<td></td>
</tr>
<tr>
<td>Tel/Fax: +7 (383) 216 96 20</td>
<td></td>
</tr>
<tr>
<td>Mobile: +7 913 915 4773</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:igor.knazy2009@yandex.com">igor.knazy2009@yandex.com</a></td>
<td></td>
</tr>
<tr>
<td>FUEL JSC «Novaport-Fuel»</td>
<td></td>
</tr>
<tr>
<td>General Director Elena Alexandrovna Osintseva</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:e.osintseva@ovbport.ru">e.osintseva@ovbport.ru</a></td>
<td></td>
</tr>
<tr>
<td>+7 (383) 216-99-93</td>
<td></td>
</tr>
</tbody>
</table>
GAC Alternate Airport Information
Cloud Based Database

SAMPLE ONLY – INFORMATION IS NOT CURRENT

Alternate Airports Data Base - continued

AIRPORT ADDITIONAL INFO
Medical Aid Post at Terminal: Tel: +7 (383) 216-97-57
Transportation: Available
RFE Levels and Resque Contacts: CAT 9, H24; Tel: +7 (383) 216-91-88, E-mail: v.golub@ovbport.ru
Meteo Service: Tel: +7 (383) 319-40-15

PASSENGER AND TERMINAL
Passengers Service:
Tel: +7 (383) 216-90-93, 216-98-01
E-mail: n.averkina@ovbport.ru
Other Airlines Flights at Airport: Aeroflot, Globus/S7, Air Kyrgyzstan, Air Astana, Azur Air, Ellinair, Red Wings, IrAero, Turkish Airlines, Aurora, Uzbekistan Airlines, Pobeda Airlines, Rossya Airlines, Pegas Fly, Somon Air, Tajik Air, VIM Avia, UT Air, Ural airlines, Yakutia, Yamal Airlines

International Transit Hall Capacity: 200 – 250 PAX

Domestic Transit Hall Capacity: 300 - 350 PAX
Jet Bridges: YES
VIP Lounges: YES

MAINTENANCE
Maintenance Service:
1. Tel: +7 (383) 216-90-63
   E-mail: a.danchenko@ovbport.ru
2. OJSC Sibir Technik
   Tel: +7 (383) 359-91-01
   Fax: +7 (383) 359-91-48
   E-mail: technics@e-mro.aero

Hangar Space Availability: YES

GROUND HANDLING
Ground Handling Service:
Tel: +7 (383) 216-91-13, 216-91-11, 216-92-12
Email: smena_pdsp@ovbport.ru
SITA: OVBBFXM, OVBBFXH
AFS: UNNTAPBF
Mobile: +7 (913) 720-45-17
E-mail: m.krasnorutsky@ovbport.ru

Types of Aircraft Officially Approved for Operation:
A310/319/320/321/A330/A340/A380, B737/B747/757/767
Wheel Chock: YES
Tow Bars:
B777 YES, (TOWUNIV–2-6)
B767 YES, (TOWB767-C)
B747 YES, (15F2342, TOWB747L)
B787 N/A,
B757 YES,
A340 YES, (TOWUNIV–2-6)
A330 YES.

Tow Tractor: Belaz-7421, SCHOPF-396/180/300


Loaders: Commander 15i/30i/40i (Max cargo weight 20t); CLT-8, Trepel PCL-70/37-WP, APK-K, FMC; TUG-660 (MBL-660) Belt conveyor truck

GPU: APA-80, GPU-140

ASU: TMD-250 TUG, TLD (ASU-600)

Water Supply Unit: MW-2

Toilet Service: YES

De-icing Equipment and Type of De-icing Fluid?: TEMPEST, LMD-2000, EFI-2000 (Kiitakori);
OCTAFL-EG TYPE1, MAX FLIGHT TYPE 4

FUELING INFORMATION

Fueling Companies:
CJSC "Gazpromneft-Aero Novosibirsk"
Eremichev Andrey
Tel/Fax: +7 (383) 319-10-12
E-Mail: aero-novosibirsk@gazprom-neft.ru

Fuel Type: TS-1

ATC AND RAMP

TWR, ATC Contacts:
GND 121.7, TWR 118.5, RADAR 122.0
APP 127.5/127.1, ATIS 127.4 Russian
Tel: +7 (383) 359-90-31, 359-99-05

Airport ATC manager:
Tel: +7 (383) 359-90-25

ATIS in English: 131.3

Method of Marshalling: ICAO

RW AND NAVIGATIONAL AIDS

RW Characteristics:
HOTELS

Hotel 1:
AZIMUT SIBIR ***
259 rooms available
Tel: +7 (383) 223-12-15, 217-69-70
E-mail: sib-service@azimuthotels.com
Web: http://azimuthotels.com/azimut_hotel_siberia
Distance 17 km from airport

Hotel 2:
RIVER PARK ***
316 rooms available
Tel: +7 (383) 349-50-50
E-mail: bronir@riverpark.ru
Web: http://www.riverpark.ru/
Distance 19 km from airport

Hotel 3:
Gorskiy city hotel ***
268 rooms available
Tel: +7 (383) 230-55-56, 230-55-55
E-mail: book@gorskiycityhotel.ru
Web: http://gorskiycityhotel.ru/
Distance 17 km from airport

Hotel 4:
SKYPORT ****
(airport hotel)
149 rooms available
Tel: +7 (383) 216-90-65, 216-90-66
E-mail: reception@skyportnsk.ru
Web: http://www.skyport.su/
Distance 500 meters from airport

HOSPITALS

Hospital 1:
Novosibirsk State Regional Clinical Hospital 
Novosibirsk, Nemirovicha-Danchenko Str. 130
Cardiology
Neurology
Burns unit
Cardiovascular surgery
Neurological surgery
Trauma
Resuscitation department
Tel: +7 (383) 315-99-00, 346-49-66, 315-97-97
E-mail: gnokb@oblmed.nsk.ru
Web: http://oblmed.nsk.ru/
Distance 19 km from airport

Hospital 2:
Central Clinical Hospital 
Siberian Department of RAN 
Novosibirsk, Pirogova Str. 25
Cardiology
Neurology
Surgery
Trauma
otorhinolaryngology
E-mail: tvkovaleva@ngs.ru
Web: http://www.ckbsoran.ru/
Distance 44 km from airport
Global Aviation Consulting is the handling agent for XXXX Airlines in PKC. I met with our local agent, Tatyana Schelkanova, and arranged for a tour of the airport facilities and a meeting with the airport director.”

Steve Smith
Dispatch Instructor at XXXX Airlines

Mrs. Tatyana Schelkanova – GAC PKC Rep
Alternate Airports Availability Report Overview

ANADYR (UGOLNY)

UHMA/DYR
ISSUED: 19 Aug 1816Z
Rwy(s): 01 / 19
RWY FC/BRAKING: ISSUED ON 19 AUG 1700Z: RW 36: DRY (50-100% RWY <01 MM DEEP) / GOOD
HOURS: OPR HRS: 2100-0600Z. AD IS CLOSED FROM FRI0600 TILL SUN2100 and HOLIDAYS.
EMER DIVERSION: YES, (MINIMUM 60 MINUTES PRIOR NOTICE REQUIRED OUTSIDE OPERATIONAL
HOURS) EXCEPT HOLIDAYS. PLEASE REFER REMARKS!

CFR STATUS: 8 is available during AD operating hours (2100-0600)
NOTAMS: A4976/13, A0258/13, A0716/15, A2490/15, A1743/16, A1742/16, A1739/16, A4581/17, A7760/18, A7757/18
FUEL: YES (TS-1)
ATC TOWER FREQ: TWR/APP 124.0
ATC TEL: +7 (42732) 2-74-13, 2-75-69, 2-95-18; ATS BRIEF +7 (42732) 2-75-45
ENGLISH SPEAKING: YES (+7-42732) 2-74-63
SITA: NO
AFTN: UHMADUXX, UHMABFXX, UHMAPPXX
CUSTOMS & IMMIGRATION: In AD operating hours

RMK:

ONLY MOST DIRE EMERGENCY DIVERSION OUTSIDE OPS HRS. GH SRVCS AND CIQ NOT AVLBL OUTSIDE OPS HRS. NOT
AVLBL FOR DIVERSION ON FEDERAL HOLIDAYS: 04 NOV FOR 2019.

A4900/14 - AD NOT AVBL AS ALTN OUTSIDE AD OPR HR. REF AIP AD 2.1 UHMA-1.20 Nov 07:00 2014 UNTIL PERM
YAKUTSK

UEEE/YKS
ISSUED: 19 Aug 1816Z
RWY(S): 05R/23L
RWY FC/BRAKING: ISSUED ON 19 AUG 1730Z: RW 23L: DAMP (26-50% RWY <01 MM DEEP) / GOOD
HOURS: H24, except SUN 0500-2000 AD IS CLSD
EMER DIVERSION: YES, AD IS AVAILABLE AS ALT DURING OPERATING HRS ONLY. PLEASE REFER REMARKS!
CFR STATUS: H24, CAT 8
NOTAMS: A5577/15, A0376/16, A2865/16, A3316/16, A2669/19, A3673/19, A4136/19
FUEL: YES (TS-1)
ATC TOWER FREQ: 120.0, RAD/120.3
ATC TEL: +7 (4112) 44-31-27; ATS BRIEF +7 (4112) 49-53-19, 49-53-44
ENGLISH SPEAKING: YES
SITA: NO
AFTN: UEEEAPDU, UEEEBFXX
CUSTOMS & IMMIGRATION: H24
RMK:

AD IS AVAILABLE FOR DIVERSION ONLY DURING OPERATING HOURS.

A0875/19 - RWY 23L ILS APCH NOT AVBL24 Feb 00:00 2019 UNTIL 30 Sep 23:59 2019 EST

A0929/19 - 1. AD CLSD: SUN 0500-2000. AD NOT AVBL AS ALTN DURING CLOSURE HR. 2. AD CLOSURE ON SUNDAYS 0000-2000 (MENTIONED IN AIP BOOK 1 PAGE AD 2.1 UEEE-1 TABLE AD 2.3) CNL.07 Apr 00:00 2019 UNTIL 29 Dec 20:00 2019 EST

A2761/19 - 1. RWY 05R: APCH LGT, XBAR LGT, RTHL, RENL, PAPI U/S. 2. RWY 23L: RTZL U/S.22 May 03:00 2019 UNTIL 31 Dec 23:59 2019 EST

A2762/19 - RWY 23L: TDZ LEN 600 M FROM RWY THR. TDZ MARKED.22 May 04:00 2019 UNTIL 31 Dec 23:59 2019 EST
Proprietary cloud-based system developed by GAC

- AIP INFO AND GAC AIRPORTS DATA BASE
- NOTAMS RETRIEVAL AND PROCESSING
- GAC DISPATCH
- GAC LOCAL COORDINATOR

ALTERNATE AIRPORTS AVAILABILITY DECISION REPORTING

AIRLINE FLIGHT PLANNING

MOSCOW BASED GAC DISPATCH ALWAYS ON DUTY AND AVAILABLE 24/7/365
Alternate Airports NOTAMs Retrieval and Processing System

NOTAMS ARE RETRIEVED EVERY 15 MINUTES
EACH NOTAM IS EVALUATED AND IS SORTED INTO 3 CATEGORIES

- **Important NOTAM** – placed to draw attention
  - A4900/14 - AD NOT AVBL AS ALTN OUTSIDE AD OPR HR. REF AIP AD 2.1 UHMA-1.20 Nov 07:00 2014 UNTIL PERM

- **Informational NOTAM** - only numbers are listed
  - A4976/13 - LOW VISIBILITY PROCEDURES ARE ESTABLISHED. LVP APPLIED UNDER RVR 550M OR LESS. FLT CREWS WILL BE INFORMED ABOUT COMMENCEMENT OF LVP VIA ATIS OR
  - A0258/13 - ACFT CREW COMMUNICATION WITH PERSONNEL RESPONSIBLE FOR TOWING (START-UP) PROCEDURES CARRIED OUT ON FREQ 118.8 MHZ, CALL SIGN ANADYR-GROUND. REF

- **NOTAM not processed**
  - A0716/15 - TWY 6 RENAMED TO TWY F. TWY 1, 2, 3, 4, MAIN TWY 5 NOT AVBL FOR CIVIL AVIATION ACFT. REF AIP AD 2.1 UHMA-3, 11, 31, 39.12 Mar 21:00 2015 UNTIL
  - A3526/13 - STANDS 19, 20 AVBL FOR PARKING AND SERVICING OF HEL MI-8 ONLY. REF AIP AD 2.1 UHMA-40.12 Sep 01:20 2013 UNTIL PERM

- **Numbers Only**
  - A2490/15 - WHEN FLT INTENSITY IS LOW, COMBINED CH OPR AS FLW: CS ,,ANADYR-TOWER,, 124.0MHZ. REF AIP AD 2.1 UHMA-7,31,39,40,55,69,70,87,88,97,98.16 Jun 21:
  - A0806/18 - ACFT TAX INTO STANDS 1, 2, 3, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19, 20, 21, 22 SHALL BE CARRIED OUT BY MARSHALLER’S INSTRUCTION UNDER OW
  - A1743/16 - RWY 01 STAR; STAR NEDLI 2 WITHDRAWN. REF AIP BOOK 1 PAGE AD 2.1 UHMA-87. RWY 19 STAR; STAR NEDLI 4 WITHDRAWN. REF AIP BOOK 1 PAGE AD 2.1 UHMA-
Airlines can receive alternate airports availability reports via email or retrieve from GAC website on demand

**ANADYR**

**UHMA/DYR**

ISSUED: 18 APR 0900Z

RWY(S): 01 / 19

RWY FC/BRAKING: ISSUED ON 18 APR 0900Z: FOR ALL RW: CLRD / GOOD

HOURS: OPR HRS: 2100-0600Z. AD IS CLOSED FROM FRI 0600 TILL SUN 2100 AND HOLIDAYS. (AIP)

**EMER DIVERSION: AVL ONLY DURING AD OPS HRS**

**EMER DIVERSION: 24 HR WITH 80 MIN PRIOR NOTICE**

CFR STATUS: 8 is available during AD operating hours (2100-0600)

NOTAMS: A0258/13, A4976/13, A0716/15, A2490/15, A0806/16, A1743/16, A1742/16, A1739/16, A6176/16, A6175/16, A6187/16

FUEL: YES (TS-1)

ATC TOWER FREQ: TWR/APP 124.0

ATC TEL: +7 (42732) 2-74-59, 2-75-69, ATS BRIEF +7 (42732) 2-75-45.

ENGLISH SPEAKING: YES +7 (42732) 2-74-63

SITA: NO

AFTN: UHMADUXX, UHMABFXX, UHMAPPXX

CUSTOMS & IMMIGRATION: In AD operating hours

**RMK:**

A4900/14 - AD NOT AVBL AS ALTN OUTSIDE AD OPR HR. REF AIP AD 2.1 UHMA-1.20 Nov 07:00 2014 UNTIL PERM
What servicers can be expected at the diversion airport

All ground support services coordination include *(where available)*:

- Ground Handling services plus refueling, security, deicing, etc.
- Diversion Coordinator at each diversion location
- Passenger and crew assistance from landing to departure – transportation, lodging, meals, communications, and security
- Communication with passport control and customs clearance *(Russian CIQ make unpredictable decisions)*
- Cargo off/on load, storage, and security arrangements
- Credit for airport fees/ground support services and fuel
- Follow up on overflight and landing permits
- Inspection coordination and guidance with all of the paperwork and filings
Diversion Decision

ELEMENTS OF THE DECISION MAKING

• Always notify GAC ASAP and provide all relevant information - time is of the essence
• Ability for aircraft to continue to a larger and more adequate airport
• Choosing adequate airport
• Airport Certification and types of aircraft serviced
• Airport OPS HRS, construction, special events, etc.
• **Risk** involved in a sick passenger diversion
  • Medical Advice Services
  • Extreme cold and changing weather conditions
  • Delay of services related to unfamiliar aircraft type (B787)
  • Time consuming luggage offload
  • De-icing delay
  • Multiple family members
  • Possible customs/border issues
  • Crew time limitation
  • Distance to adequate medical facilities
Conclusions and Recommendations (from actual site visit by a Crew Captain)

“The Magadan-Sokol International Airport is fully capable of handling a B777 or B787 diversion. The airport facilities will accommodate aircraft, crew, and passenger needs for the foreseeable circumstances surrounding any international diversion. The runway, taxiways, ATC, instrument approaches will all be easily navigated by the flight crew. The resources supplied by the Sokol airport, Magadan ATC, and Global Aviation Consulting will make the diversion go smoothly. As with other Russian facilities visited, I was impressed with the Sokol Airport’s representatives and how eager they were to help our airline in any capacity they could. I believe our airline would get excellent support during any diversion into Sokol.

Finally, a quick discussion on why we would divert into a rather remote area of Eastern Siberia. While all the support I have so far discussed is extremely good, the one area not yet discussed is medical facilities. Here is an area were Magadan, along with other Russian airports, does not offer a level of medical capabilities warranting an in-flight medical diversion. The GDX airport is located in the town of Sokol, located 30 miles north of the town of Magadan. Magadan is also where the medical facilities are located. Depending on the time of year, this drive could be 30-60 minutes. During the height of winter, they struggle to keep this highway open between Sokol and Magadan, thus further complicating medical transportation. During discussion with local representatives and other Russian contacts, it is begrudgingly acknowledged that they are unable to be of greater assistance for medical diversions. The Xiamen 787 shown earlier and a previous medical diversion to Petropavlovsk did not provide life-saving assistance to the passengers and both unfortunately did not survive. While it is impossible to say what would have happened without a diversion, we do know that these diversions did not save them. This Airline’s current policy of no medical diversions in Russia is extremely sound and should continue to be emphasized during training and flight operations. This policy is not based on legend or hearsay, but on facts and practical experience from other airlines.”
Diversion Challenges

Some of the Possible Challenges To Overcome

- It takes time to arrange for ground handling and passenger services
- Communicating the diversion and plans to stranded passengers
- Respond to passengers needs
- Small airport terminal transfer area and small catering facility – depending on the airport
- Servicing aircraft in extreme cold sub-zero conditions
- Servicing aircraft types GH is not familiar with (B787)
- Absence of certified maintenance personnel
- Lack of specific equipment such as tow bar
- Possible problems with CIQ
- Delay in rescue flight planning
- Decision-making to send passengers to the hotel
- Servicing to elderly, infant, and special needs passengers
- First class and VIP passengers
- Language barrier
- Crew time restrictions
- Spare parts
- Equipment needed: mobile crane, forklift, and other heavy equipment
A350 Fuel Panel

A350 Integrated Refueling Panel (IRP) Location
Recommendations Highlights

**Recommended Practices:**

- One person/department from the IOC Crisis Control Center to coordinate
- Timely communication and coordination of plans between the airline and GAC
- Passenger communication (number one complaint) and social media
- Designated crew member(s) to update passengers
- Setup a dedicated email address and copy to all relevant departments
- Arrange rescue flight as soon as possible (extra crew, maintenance, and **load master**, all in GD)
- Ability to adapt since every emergency and diversion is unique
- Patience is a virtue
Recommendations

Rescue flight planning: - ASAP

- Start arranging for a rescue flight ASAP
- Rescue flight coordination (and status updates) with GAC
- Extra crew, loadmaster, maintenance personnel, equipment, etc.
- All personnel must be included in the General Declaration
- Maintenance—include all maintenance personnel and tools (tow bar)
- Desired aircraft type—depends on airport facilities
Hundreds of Air France passengers who had boarded a flight to Shanghai ended up spending three days in Siberia – under “hotel arrest” because they had no visas. Their ordeal began seven hours after flight AF116 took off from Paris Charles de Gaulle late on Saturday night, 10 November.

Flight attendants in the crew rest area above the economy cabin reported smoke, and a smoke detector in the aft galley was activated. The captain decided to divert to the nearest major airport, Irkutsk, which was about 180 miles north. The aircraft landed safely half an hour later.

While Irkutsk is an international airport, its only flights to foreign destinations are to former Soviet republics such as Kyrgyzstan and holiday charters to Thailand. The airport is not set up to process almost 300 new arrivals, almost all of whom were ineligible for admission to Russia because they needed visas.

A team from the French airline’s Moscow base was dispatched to Irkutsk to help out. As is common with many “fume events” on aircraft, it was impossible swiftly to identify and fix the fault.

The initial “re-routing solution” proposed by Air France involved sending a replacement Boeing 777 to Irkutsk – which itself “went technical”.

The Air France statement said: “Due to the impossibility of completing the repair work within a short timeframe, a second B777 was sent to Irkutsk. “At the airport, this second aircraft also experienced a technical incident making the flight from Irkutsk to Shanghai impossible to operate.”

By now the passengers had endured two days in sub-zero temperatures, and were unable to stray from their hotels.

A third 777 was sent from Paris, and finally took the passengers on the final three-and-a-half-hour leg to Shanghai. They arrived in the Chinese city 68 hours behind schedule.
United Airlines plane diverted to Goose Bay leaves passengers stuck on board for 16 hours

A United Airlines plane diverted to Goose Bay Airport in Labrador Saturday night resulted in a lengthy stay on the tarmac, according to passengers who were stranded on the aircraft.
In a statement to CBC News, the airline says United Flight 179 travelling from Newark, N.J., to Hong Kong was originally diverted to Happy Valley-Goose Bay, N.L., due to a medical emergency, where medical personnel met the plane and took the passenger to hospital.

However, a mechanical issue prevented the plane from taking off again. Passengers were not able to leave the aircraft because customs officers were not available overnight, United said.
The airline told CBC News 250 passengers were on board.

The airline believes cold weather caused a door on the plane to malfunction, preventing takeoff. Happy Valley-Goose Bay is currently grappling with an extreme cold warning issued by Environment Canada, with temperatures dipping below -30 C.

Communication poor, passenger says
Temperatures on the plane quickly plummeted to "uncomfortable" levels, said passenger Sonjay Dutt, a professional wrestler en route to Hong Kong for a show.
Crew handed out blankets, but according to Dutt, they were able to offer little else to assuage mounting anger from passengers.
They were also told the airport didn't have the customs capacity to handle hundreds of passengers, Dutt added.
Dutt also said food and water was running low until about 10 hours into the delay, when officials delivered Tim Hortons to hungry travelers. After a wait of about 16 hours, a rescue plane touched down around noon local time, and travelers reported they were transported to the alternate plane by bus after 2 p.m. AT. The plane took off for Newark Liberty International Airport shortly before 4 p.m.
Air China 77W B-2040 operating CA983 from PEK to LAX diverted to Anadyr DYR in the Russian Far East due to a cargo fire indication. The evacuation proved dangerous and did not go as planned as the slides were blown out of position from the aircraft due to high wind gusts. The pax have been unable to leave the airport since the diversion.
Incident: Air China B773 near Anadyr on Mar 4th, 2019, cargo smoke indication

By Simon Hradecky, created Tuesday, Mar 5th 2019 16:26Z, last updated Tuesday, Mar 5th 2019 16:29Z

An Air China Boeing 777-300, registration B-2040 performing flight CA-983 from Beijing (China) to Los Angeles, CA (USA) with 188 passengers on board, was enroute at FL330 about 180nm northeast of Anadyr (Russia) when the crew received an aft cargo smoke indication and decided to turn around and divert to Anadyr, where the aircraft landed about 35 minutes later. The aircraft stopped on the runway, an emergency evacuation via slides was initiated. No injuries are being reported. Emergency services did not find any evidence of fire, smoke or heat.

Russian CAA reported the crew received an aft cargo smoke indication and diverted to Anadyr landing there 35 minutes later. The aircraft stopped on the runway and was evacuated. Arriving emergency services did not find any evidence of any anomaly in the aft cargo hold. About 2.5 hours after landing the aircraft was towed to the apron. A replacement aircraft was dispatched to Anadyr.

The airline reported the crew followed standard operating procedures following a cargo fire indication. After landing an examination of the aircraft did not reveal any anomaly in the cargo hold, the fire indication was determined to have been false. A replacement aircraft was dispatched to Anadyr.

A replacement Boeing 777-300 registration B-1266 was dispatched to Anadyr, resumed the flight as CA-9983 and is estimated to reach Los Angeles with a delay of about 20 hours.
GAC SUPPORT FOR CCA DIVERSION TO ANADYR

- Coordinated with Anadyr Airport to stay open to service diversion.
- Close coordination with airline - GAC Chinese speaking dispatcher.
- Arranged for local restaurant catering for crew and passengers.
- Arranged for crew to enter the country (requested letter form CCA Moscow).
- Arranged for crew transportation over the frozen lake.
- Arranged hotel rooms for crew and maintenance at two hotels.
- Rescue flight coordination.
- Arranged for a doctor (and other items) for special requests.
- Unusual heavy cargo pallets offload onload.
- Arranged for airport to extend work hours several times.
- Coordinated with local CAA inspector to accept paperwork.
- First time used WeChat app for most communications with airline.
March 10, 2019
Mr. Edgar Vaynshteyn
Global Aviation Consulting LLC
1374 Michelle Circle Schaumburg, IL 60173 USA

Dear Mr. Edgar Vaynshteyn,

SUBJECT: APPRECIATION

Sincerely appreciate for GAC great service to Air China when our flight CA983 emergency alternated at ANADYR/UGOLNY airport on 05Mar, 2019.

You and your team efficiently coordinates the local airport to accommodate our crew and passengers, and provides ground support services such as special vehicles and fuel services, which comprehensively help our alternate and rescue flights.

Air China are very satisfied and appreciated for your handling of this emergency event, especially professional assistance at the local airport. Thanks again for your coordination, hope the pleasant cooperation in the future.

Yours sincerely,

Zhao Yang
Assistant President of Air China & General Manager, OCC of Air China.
<table>
<thead>
<tr>
<th>City</th>
<th>Airport</th>
<th>Diversion Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tianjin</td>
<td>Binhai</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Hangzhou</td>
<td>Hangzhou</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Wuhan</td>
<td>Tianhe</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Nanjing</td>
<td>Lukou</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Jinan</td>
<td>Yaoqiang</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Hohhot</td>
<td>Baita</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Taiyuan</td>
<td>Wusu</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Shenyang</td>
<td>Taoxian</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Harbin</td>
<td>Harbin</td>
<td>GAC Support in Place</td>
</tr>
<tr>
<td>Qingdao</td>
<td>Qingdao</td>
<td>GAC Support in Place</td>
</tr>
</tbody>
</table>
Thank you for your attention!
Any questions?