



ICAO CAPSCA

3rd Global Coordination

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BUSINESS CONTINUITY PLANNING

Specific Issues for Public Health Emergencies

Guidelines for Air Carriers

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International Air Transport Association

- Trade association of world's airlines
 - Represent, lead, serve
- Incorporated in Canada in 1945
 - 'Not for profit' organization
- ~ **240 member airlines in 130 nations**
 - ~ 84% of passenger and cargo traffic
- ~ 1300 employees around the globe
- Mains offices: Montreal and Geneva
 - Many regional/national offices

BUSINESS CONTINUITY PLANNING

Plan

- Background of the project
- The document
 - Part 1 - Background
 - Part 2 - Organization
 - Part 3 - Process
 - Part 4 - BCP Initiation
 - Part 5 - Checklists

BUSINESS CONTINUITY PLANNING

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BUSINESS CONTINUITY PLANNING

Background of the project

- One RAMPHT recommendation was to create a BCP for public health emergencies for airlines, airports and air navigation services
- IATA was tasked to initiate the work for airlines
- IATA asked Ms Sonia Ong of Malaysia Airlines and Dr Rose Ong from Cathay Pacific Airways to produce the first draft

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Background (cont.)

- Our experts recommended against multiple BCPs
- Avoid confusing ERP and BCP
- Instead they recommend to identify specific issues of public health emergencies when practicing BCP
- BCP/Specific Issues for Public Health Emergencies/Guidelines for Air Carriers

BUSINESS CONTINUITY PLANNING

The document

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BUSINESS CONTINUITY PLANNING

The document

http://www.iata.org/whatwedo/safety_security/safety/health/Pages/index.aspx

Link: Public Health Emergencies/BCP

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BUSINESS CONTINUITY PLANNING

Part 1 – Background

- Introduction
- Purpose
- Scope and application
- Definitions of Terms

BUSINESS CONTINUITY PLANNING

Introduction

Explains where the concept of this document comes from

BUSINESS CONTINUITY PLANNING

Purpose

- How to address the specific issues of public health emergencies in a BCP
- Does not show how to develop a BCP, but reviews the accepted steps in a BCP and suggest where special input may be required when dealing with a public health emergency
- Does not deal with Emergency Response Planning

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Scope & Application

This document is generic so that it could be used in any types of public health emergencies, although the event that would affect the BCP the most is probably a pandemic. That is why the emphasis is on the pandemic.

BUSINESS CONTINUITY PLANNING

Definitions

- Crisis
- Public Health Emergency of international concern
- Pandemic
- Business continuity management
 - *Emergency Response Plan*
 - *Business Continuity Plan*

BUSINESS CONTINUITY PLANNING

Definitions

- *Emergency Response Plan*

A plan to manage the immediate response (minutes to hours) to a crisis.

- *Business Continuity Plan*

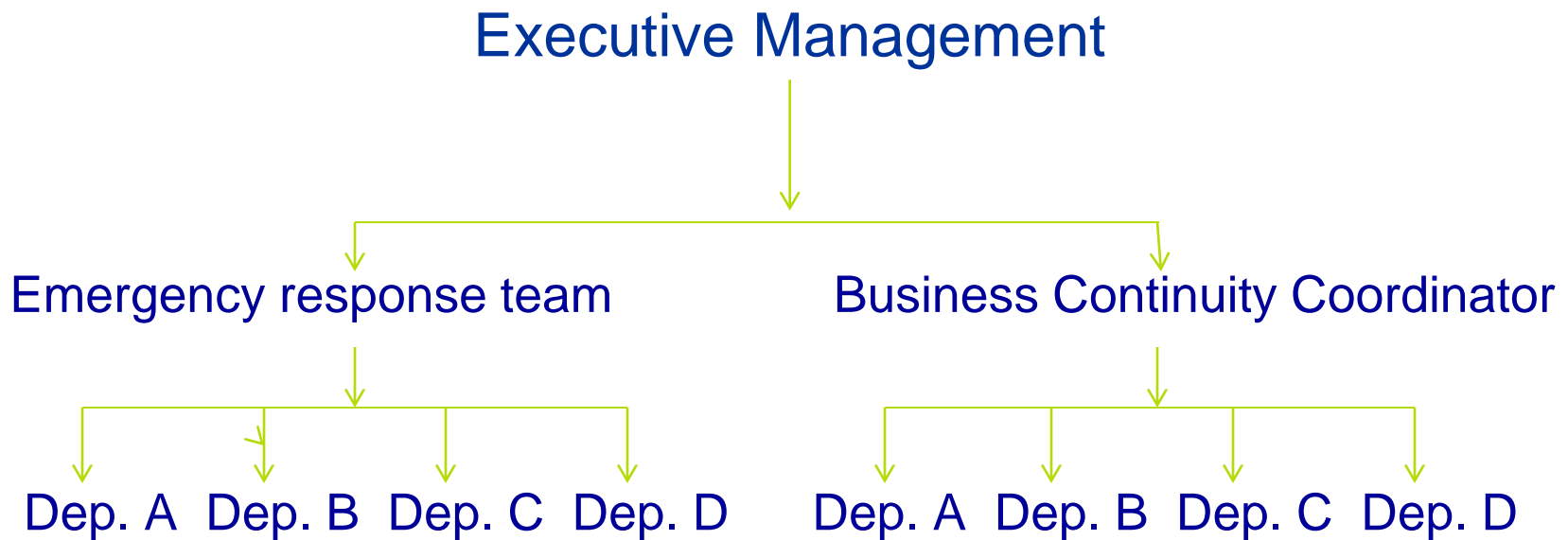
Plan or a set of plans developed to ensure continuity of business processes in the event of crisis. The identification and protection of business processes required to maintain an acceptable level of operations in the event of sudden, unexpected, or not so unexpected, interruption of these processes and their supporting resources i.e., keeping the critical business running – no matter what.

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BUSINESS CONTINUITY PLANNING



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HIGH LEVEL PROCESS



BUSINESS CONTINUITY PLANNING

RISK ASSESSMENT

- To identify potential causes of emergencies including public health emergencies
- To identify potential impact to the company i.e. from a financial, reputation and operational perspective
- Conducted annually or more frequently if there are significant changes to both internal and external environments

BUSINESS CONTINUITY PLANNING

BUSINESS IMPACT ANALYSIS (BIA)

- The foundation from which the whole process is built upon
- Identifies and qualifies the business impact of a loss, interruption or disruption of business processes on air carriers and provides the data from which appropriate continuity strategies can be determined
- Some important elements include Critical Process and Alternate Location, Financial & Non-Financial Impact, Recovery Strategies, Service Level and Recovery Time Objective, Current & Crisis Manpower Level, Minimum Resource Requirement, Vital Systems & Records, Interdependencies and Grab Lists

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RECOVERY STRATEGY

- Identifies resource requirements in terms of people, technology, equipment, facilities to enable a planned recovery of critical processes within an acceptable timeframe and level required to satisfy the air carrier's minimum obligations
- Consult/ engage with external stakeholders

BUSINESS CONTINUITY PLANNING

BUSINESS CONTINUITY PLAN

- A comprehensive documented plan that outlines the procedures, processes and systems necessary to recover and resume critical business processes in the event of a crisis
- Important elements include Scope & Application, Notification and escalation, Critical processes and recovery strategies

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TRAINING & TESTING

- BCM awareness / training should be conducted on an annual basis
- Testing of BCP should be conducted on an annual basis to verify the information provided. Where possible, plans are rehearsed to emulate close-to-actual scenarios
- Based on the test results, the BCP is reviewed and amended accordingly where necessary

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Main elements specific to a pandemic

- The global nature of the event
- The number of employees affected
- The timeline of the event
- The severity of the event
- The More significant participation from the Occupational Health Safety (OHS) team

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Notification

The medical and human resources functions should be responsible for recognizing and alerting senior management of an impending public health emergency, with notification of the BCM Steering Committee

Activation

Activation is based on several criteria

- WHO assessment of the public health emergency
- National public health authority assessment
- Community impact and response
- Internal company assessment (including staff absenteeism)

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BUSINESS CONTINUITY PLANNING

Checklists

- Recommended checklists that an air carrier could apply in developing BCP that include public health emergencies.
- Depending on the threat levels, some or all of the checklists could be implemented

BUSINESS CONTINUITY PLANNING

CHECKLISTS AVAILABLE FOR THE FOLLOWING FUNCTIONS:

- Business continuity coordinator
- Medical Representative
- Human Resource Representative
- Flight Operations Representative
- Inflight Representative
- Airports Representative
- Stations Representative
- Operations Control Representative
- Maintenance Representative
- Cargo Representative
- Corporate Communications Representative
- Security Representative
- Purchasing, IT & Facilities Representative
- Finance Representative
- Risk / Insurance Representative
- Legal Representative



Thank you for your attention



to represent, lead and serve the airline industry