5th CASPCA Americas Meeting

Update on ACI Passenger Facilitation and Aviation Health initiatives

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Contents

- The Role of ACI
- Pandemics Preparedness Guidelines for Airports: update
- Business Continuity Management System
- Other initiatives
- Conclusions
ACI’s vision: The Voice of the World’s Airports
ACI’s mission

To advance the collective interests of world's airports and promote professional excellence in airport management and operations.

Six priority areas

- Safety
- Security
- Customer Service
- Environment
- Economic Development
- Efficiency and Innovation
ACI’s membership

- 573 members operating 1751 airports in 174 countries and territories

Europe:
180 members, 46 countries, 435 airports

North America:
186 members, 3 countries, 298 airports

Asia-Pacific:
95 members, 42 countries, 500 airports

Latin America-Caribbean:
58 members, 37 countries, 181 airports

Africa:
56 members, 47 countries, 250 airports
ACI’s offices

- ACI World Office: Montreal, Canada
- 5 Regional Offices

ACI World: Montreal, Canada
ACI Europe: Brussels, Belgium
ACI North America: Washington DC, USA
ACI Asia-Pacific: Hong Kong
ACI Latin America-Caribbean: Panama
ACI Africa: Casablanca, Morocco

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ACI initiatives – visit www.aci.aero

- **AELP**
  - Airport Executive programmes and career succession planning

- **AMPAP**
  - Airport Top Leadership programmes aimed at high level management

- **Global Safety Network**
  - Global Safety Network Diploma and professional courses aimed at developing airport departmental leadership and specialty skills

- **Airport Operations Diploma**
  - Airport entry level and supervisory training programmes, aimed at operational efficiencies

- **Operational and Regulatory courses**
  - Short regulatory courses aimed at airport operational staff

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1. Airport Guidelines for Pandemic Preparedness
Guidelines for airport pandemic preparedness

 Aviation can potentially increase the rate of disease propagation
 Main Responsibility: Local/Regional/National Health Authorities
 Fast, efficient, communication and collaborative decision-making is crucial
 Results ➔ greater predictability of the various stakeholders measures

2. Business Continuity Management for Airports
It is not possible to foresee every conceivable type of airport emergency, not only pandemic outbreaks, but also:

- safety emergencies, hurricanes, vulcanos, snow storms, floods, earthquakes, tsunamis, nuclear crisis, security crisis, strikes, …

Therefore, our planning should focus on the possible impact to the airport’s processes, systems and staff, from different events, since these could have a similar impact on airport operations.

Accordingly, ACI recommends that an airport establishes one "generic Business Continuity Management System" to cover the range of operational threats that it faces.

Risk-based approach to manage disruptions.
Business Continuity Management System (BCMS)

Framework – Terminology

‘Business Continuity Management System’ (BCMS)
An integrated, multi-layered, business driven, process based approach to plan for and manage business disruptions and crises.

‘Incident’
An event which causes an impact or has the potential to cause an impact or disruption to the normal operational flows at an airport.

‘Crisis’ or ‘Critical Event’
Any event requiring an immediate, proactive response in order to minimize its negative impact to the airport operator’s operations, reputation and profitability.
BCMS Framework – Event timeline

Different Business Continuity Plans for each airport business process and operational system

**Pre-Critical Event Plans**
- Preventive & Maintenance Plans
- System Fallback Plans

**Post-Critical Event Plans**
- IT Recovery Plans
- Operational Continuity Plans
- Business Recovery Plans

Incident -> Critical Event

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Courtesy of AAHK
1. BCMS Project Oversight
2. Map the core processes
3. Operational impact analysis
4. Develop Preventive Measures
5. Develop Post Event Plans
6. Develop Crisis Management Capability
7. Preparedness and Quality Assurance
8. Management Review

BCMS Framework & Development Process
2. Map the core processes

Courtesy of Malaysia Airports
3. Operational Impact Analysis

Normal operations = 100% of agreed Service Delivery Standards

Degraded (Impact) Level 1 = XX% of agreed Service Delivery Standards

Degraded (Impact) Level 2 = YY% of agreed Service Delivery Standards
1. BCMS Project Oversight
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### Establishing the Recovery Time Objectives (RTO)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passenger</strong></td>
<td>Process Passengers (i.e. check-in, customs clearance, passport clearance, flight information services, information counters, passenger holding area, passenger loading &amp; disembarkation facilities) Process baggage (includes baggage reclaim area)</td>
</tr>
<tr>
<td><strong>Aircraft</strong></td>
<td>Ability for aircraft to land &amp; take-off (at least 1 runway is available)</td>
</tr>
<tr>
<td><strong>Retail</strong></td>
<td>Monitor and manage retailing activities at MA Niaga owned/managed retail stores</td>
</tr>
<tr>
<td><strong>Rental</strong></td>
<td>Manage FnB tenants at KLIA</td>
</tr>
<tr>
<td><strong>CARGO (FCZ)</strong></td>
<td>Process Free Zone Declaration applications</td>
</tr>
</tbody>
</table>

*Courtesy of Malaysia Airports*
6. Develop Crisis Management Capability
Testing preparedness through drills and exercises

7. Preparedness/Quality Assurance

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Use of existing infrastructure

- Passenger reception center that’s used in an aircraft accident response
- Modified to be the temporary holding area in a possible aircraft quarantine situation
3. Other initiatives
4. Conclusions
Conclusions

Airport operators need to be ready for communicable disease outbreaks.

It is crucial to coordinate with the Health Authorities.

Communication with all stakeholders is critical.

Passengers need to be informed on the situation and procedures.

Consideration on screening should be taken according to WHO indications.

It is very important to execute tests involving all stakeholders.

An integrated, multi-layered, business driven, process based BCMS is very important to plan for and manage business disruptions and crises.

Goal: keep the airport running safely for all passengers, users and staff.

For more information, please check:

www.airports.org/aci/aci/file/ACI_Priorities/Health/Airport%20preparedness%20guidelines.pdf
Conclusions

- International cooperation, collaboration and coordination is paramount
  - Passenger facilitation is not just achieved by airport operators in isolation.
  - It requires constant interaction and coordination with partners and stakeholders that are responsible for the different steps of the end to end passenger process:
    - from the time of booking to the time the passengers arrive at their final destination.
THANK YOU FOR YOUR ATTENTION!

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www.aci.aero/About-ACI/Priorities/Health