5th Meeting of CAPSCA Asia Pacific (CAPSCA – AP) Project

Updates on Public Health Preparedness Guidelines

20 April 2012
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- Pandemics Preparedness Guidelines
  - Introduction
  - Responsibility
  - General Communication
  - Communication with Departing Travellers in an outbreak event
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- Business Continuity Management System
- Summary
ACI´s vision:

Lead, represent and serve the world´s airport community
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

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ACI’s membership

- 574 members operating 1672 airports in 173 countries and territories: 96% of the world’s passengers

**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

*Membership as of 31 Dec 2011, as approved by annual assembly
**Regular members only
ACI’s offices

- ACI World: Montreal, Canada
- 5 regional offices

**ACI World:**
Montreal, Canada

**ACI Europe:**
Brussels, Belgium

**ACI North America:**
Washington DC, USA

**ACI Latin America-Caribbean:**
Quito, Ecuador

**ACI Africa:**
Casablanca, Morocco

**ACI Asia-Pacific:**
Hong Kong

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1. Pandemics Preparedness Guidelines
1. a Introduction: need of preparedness

- Aviation can potentially increase the rate of disease propagation
- Airport operators need to protect passengers, staff and the public
- Fast, efficient, collaborative decision-making and action is crucial
- Results of following these guidelines:
  - greater predictability of the measures to be taken by the various stakeholders

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Main Responsibility: Local/Regional/National Health Authority

Competent Authorities as in IHR Article 22

Airport operators should coordinate actions with the Competent Authorities through an Airport Preparedness Plan, addressing:

- communication (especially with the public);
- logistics (transport of travellers to health facilities);
- entry/exit controls;

Special Focus on personal protective Equipment

- Including hand washing facilities and /or sanitising gels

Training in aspects of preparedness planning

- Specific for each airport/non airport staff role

Goal: keep the airport running safely for all passengers, users and staff
1. b  Responsibility (2)

- Training Sessions in aspects of preparedness planning

- Special Focus on Personal Protective Equipment

Source: HKIA Public Health Preparedness
Good communication is a key factor for effective preparedness planning.

Airport operators should establish:
- A clear contact point of operational organisation of preparedness
- A responsible for the operational implementation of the airport preparedness plan

Communication links with the relevant entities/stakeholders:
- Internal
- External
1. General Communication (2)

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HKIA: Circular to all stakeholders

- airlines
- handling agents
- air traffic management
- airport medical service providers
- emergency medical services
- police
- customs
- immigration
- security
- cleaning
- maintenance
- ...

Source: HKIA Public Health Preparedness
1. d Communication with Departing Pax

Source: HKIA Public Health Preparedness
1.e Other aspects of preparedness

- Passenger Screening
  - Only to be considered under specific circumstances, advised by WHO

- Inbound aircraft suspected case
  - Parking position and related processes

- Exercises
  - Necessary to test preparedness and to involve all stakeholders

Source: HKIA Public Health Preparedness
2. Business Continuity Management for Airports
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’
Any critical event requiring an immediate, proactive response in order to minimize its negative impact to the airport operator’s operations, reputation and profitability.
Establish the BCMS Project Team

Map the core processes

Conduct operational impact analysis

Review / Develop Preventive Measures

Review / Develop Post Event Plans

Review / Develop Crisis Management Capability

Preparedness / Quality Assurance

Management Review

1. 2. 3. 4. 5. 6. 7. 8.
2. Map the core processes

**Landside**
- Transport
- Parking
- Drop Off / Pickup

**Terminal (MTB/CP/SAT)**
- Check-In
- Baggage Handling
- Baggage Screening
- Passport Clearance
- Pax Screening
- Waiting / Transit
- Boarding / Loading

**Terminal (LCCT)**
- Baggage Screening
- Check-In
- Baggage Handling
- Passport Clearance
- Pax Screening
- Waiting
- Boarding / Loading

**Free Commercial Zone**
- Cargo Storage
- Free Zone Declaration
- Cargo Clearance

**Cargo**
- Cargo Transportation
- Custom Clearance / Quarantine

**Airside**
- Docking / Undocking & Aircraft Preparation
- Taxing / Parking
- Take-Off

**Airport Essential Services & Airport Services**
- Passenger Process
- Retail Process
- Rental Process
- Cargo Process
- Aircraft Process
- Airport Essential Services & Airport Services

**Airport Support Services**
- Financial Services
- Corp Comm Services
- Procurement Services
- HR Services
- Legal & Secretarial Services

**Retailing & Rental**
- Rental Process
- Retail Process

**Domestic Processes**
- Domestic Processes

**Arrival Processes**
- Arrival Processes

**Departure Processes**
- Departure Processes

**Transit Processes**
- Transit Processes

**Dismount / Unloading**
- Dismount / Unloading

**Baggage Claim**
- Baggage Claim

**Passport Clearance**
- Passport Clearance

**Custom Clearance / Quarantine**
- Custom Clearance / Quarantine
3. **Conduct 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
Establish the BCMS Project Team

Map the core processes

Conduct operational impact analysis

Review / Develop Preventive Measures

Review / Develop Preparedness / Quality Assurance

Management Review

Review / Develop Crisis Management Capability

Review / Develop Post Event Plans

Business Continuity Management System (BCMS)
6. Review / Develop Crisis Management Capability

Courtesy of AAHK
7. Preparedness / Quality Assurance

Testing preparedness through drills and exercises

Courtesy of AAHK
Business Continuity Management System (BCMS)

Development Process

1. Establish the BCMS Project Team
2. Map the core processes
3. Conduct operational impact analysis
4. Review / Develop Preventive Measures
5. Review / Develop Post Event Plans
6. Review / Develop Crisis Management Capability
7. Preparedness / Quality Assurance
8. Management Review

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BCMS – Best Practices for Infectious Disease Pandemics

Pandemic Risk Matrix

<table>
<thead>
<tr>
<th>WHO Pandemic Severity</th>
<th>WHO Phasing 3</th>
<th>4</th>
<th>5</th>
<th>6</th>
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</thead>
<tbody>
<tr>
<td>Severe</td>
<td>Business as usual</td>
<td>Containment and mitigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intermediate</td>
<td>On alert and close monitoring</td>
<td>Activation of the BCP</td>
<td></td>
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<tr>
<td>mild</td>
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</tbody>
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Courtesy of Malaysian Airlines
# BCMS – Best Practices for Infectious Disease Pandemics

## Planning Templates

### Pandemic Business Continuity Management

#### Airport Operational Planning

#### F. Air Navigational Services

**Critical Business Functions Resources Summary Chart**

| Critical Business Functions (CBF) | Staff Needed | Premises Needed | Others | Operating Procedures (Reference to which source document?
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<tbody>
<tr>
<td></td>
<td>Area (m²)</td>
<td>Work Stations</td>
<td>IT Systems</td>
<td>Engineering Systems</td>
</tr>
<tr>
<td>CBF 01</td>
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<tr>
<td>Owned by Division / Department / Section:</td>
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<tr>
<td>Agreed 100% Service Delivery Standards</td>
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<tr>
<td>Degraded Level 1 (a/b/c) Service Delivery Standard</td>
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<tr>
<td>Degraded Level 2 (a/b/c) Service Delivery Standard</td>
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</table>

| CBF 02                          |              |                |         |                   |    |         |     |            |        |
| Owned by Division / Department / Section: | | | | | |
| Agreed 100% Service Delivery Standards | | | | | |
| Degraded Level 1 (a/b/c) Service Delivery Standard | | | | | |

(Document Owner)
# BCMS – Best Practices for Infectious Disease Pandemics

## Operational Checklists

![Operational Checklists](image)

### Departments / Sections

<table>
<thead>
<tr>
<th>Departments / Sections</th>
<th>Operational Checklists</th>
</tr>
</thead>
<tbody>
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</table>

Courtesy of Fraport

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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. Summary

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
THANK YOU FOR YOUR ATTENTION!

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