AIRPORTS COUNCIL INTERNATIONAL

The voice of the world's airports

3rd Meeting of CAPSCA Middle East Project

Updates on Public Health Preparedness Guidelines for Airport Operators

Cairo | Egypt | 19 November 2013

Adel Ramlawi, RO/AGA &
CAPSCA Reg. Coordinator
ICAO MID Regional Office

On behalf of ACI World

AIRPORTS COUNCIL INTERNATIONAL

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ACI´s vision: The Voice of the World's Airports

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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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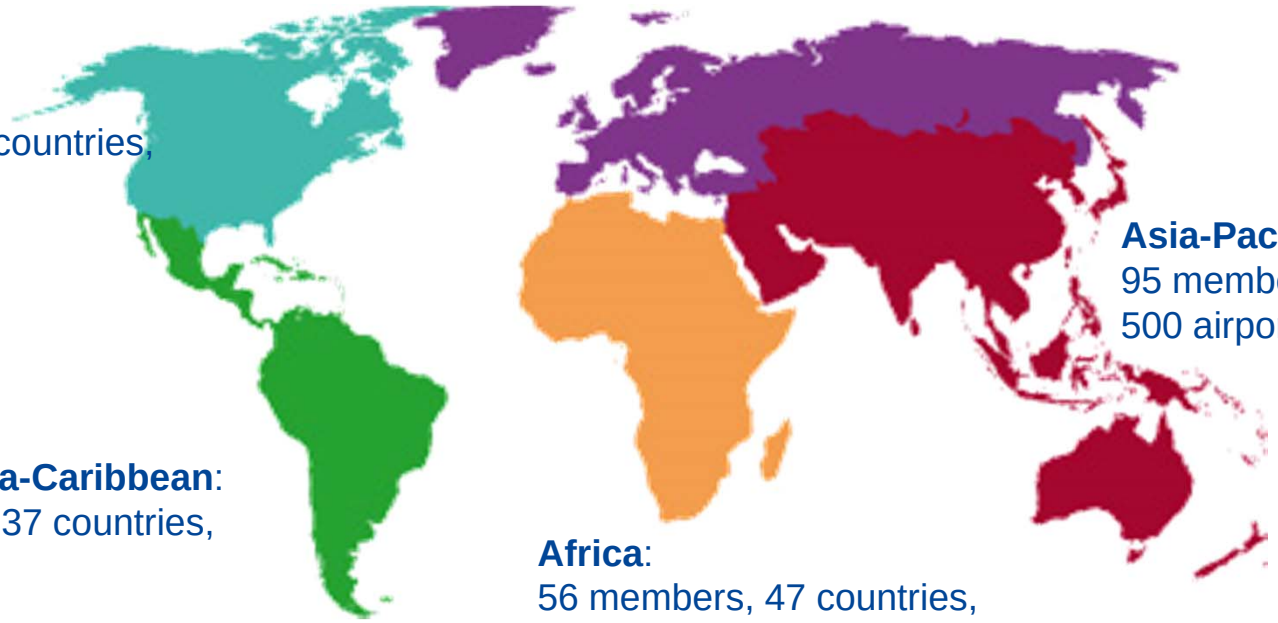
ACI's membership

- 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

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ACI's offices

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

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ACI initiatives – visit www.aci.aero

ACI APEX AIRPORT EXCELLENCE IN SAFETY

ASQ SURVEY ASQ PERFORMANCE ASQ ASSURED ASQ RETAIL

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1. Airport Guidelines for Pandemic Preparedness

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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

www.aci.aero/Media/aci/file/ACI_Priorities/Health/2010/Airport_preparedness_guidelines_for_outbreaks_of_communicable.pdf

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2. Business Continuity Management for Airports

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Introduction to Business Continuity Management System

The need of a generic BCMS framework

- 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.

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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.

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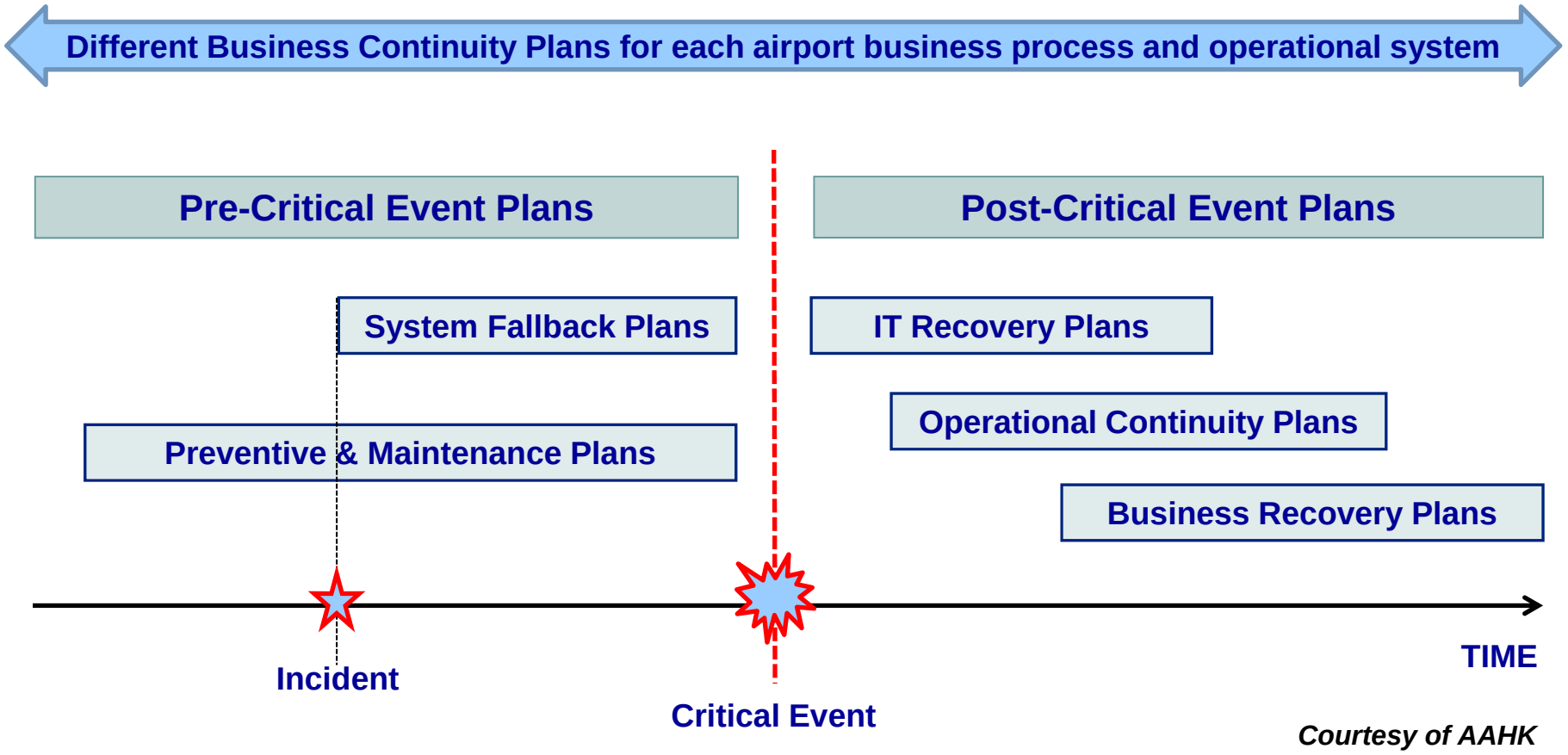
BCMS Framework – Event timeline



Courtesy of AAHK

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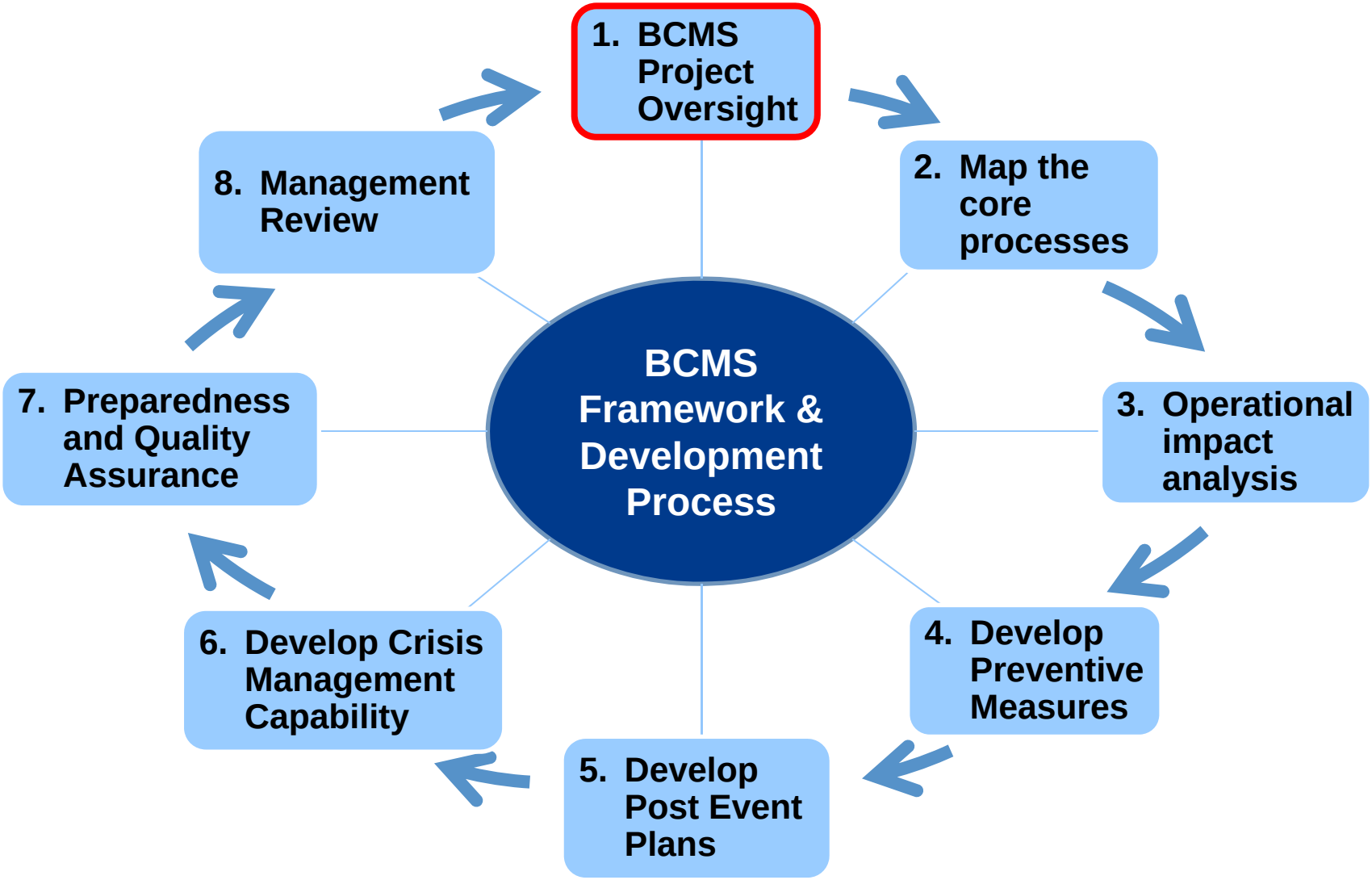
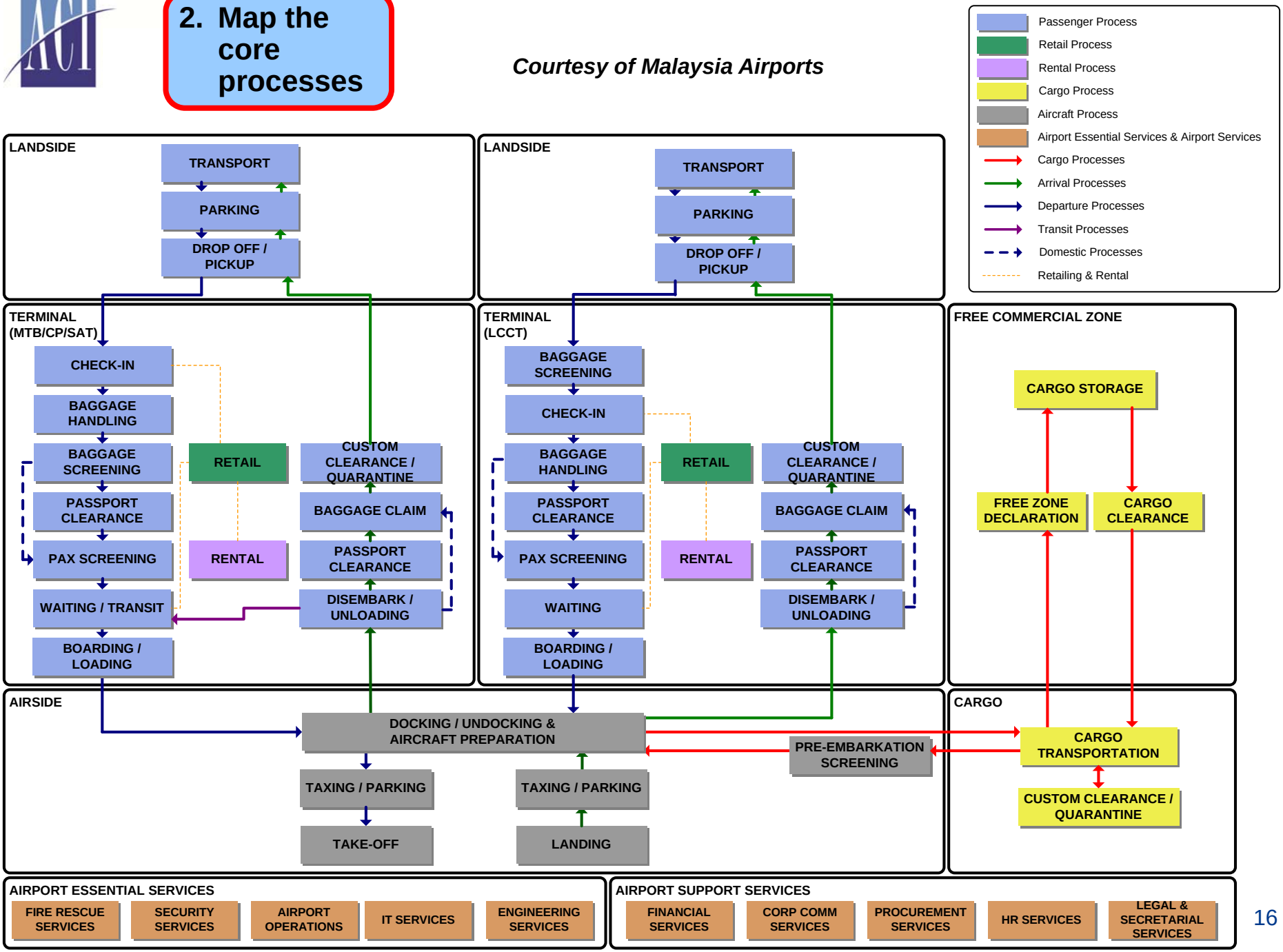

1. BCMS Project Oversight
2. Map the core processes
3. Operational impact analysis
4. Develop Preventive Measures
5. Develop Post Event Plans
6. Develop Crisis Management Capability
7. Preparedness and Quality Assurance
8. Management Review
BCMS Framework & Development Process

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**

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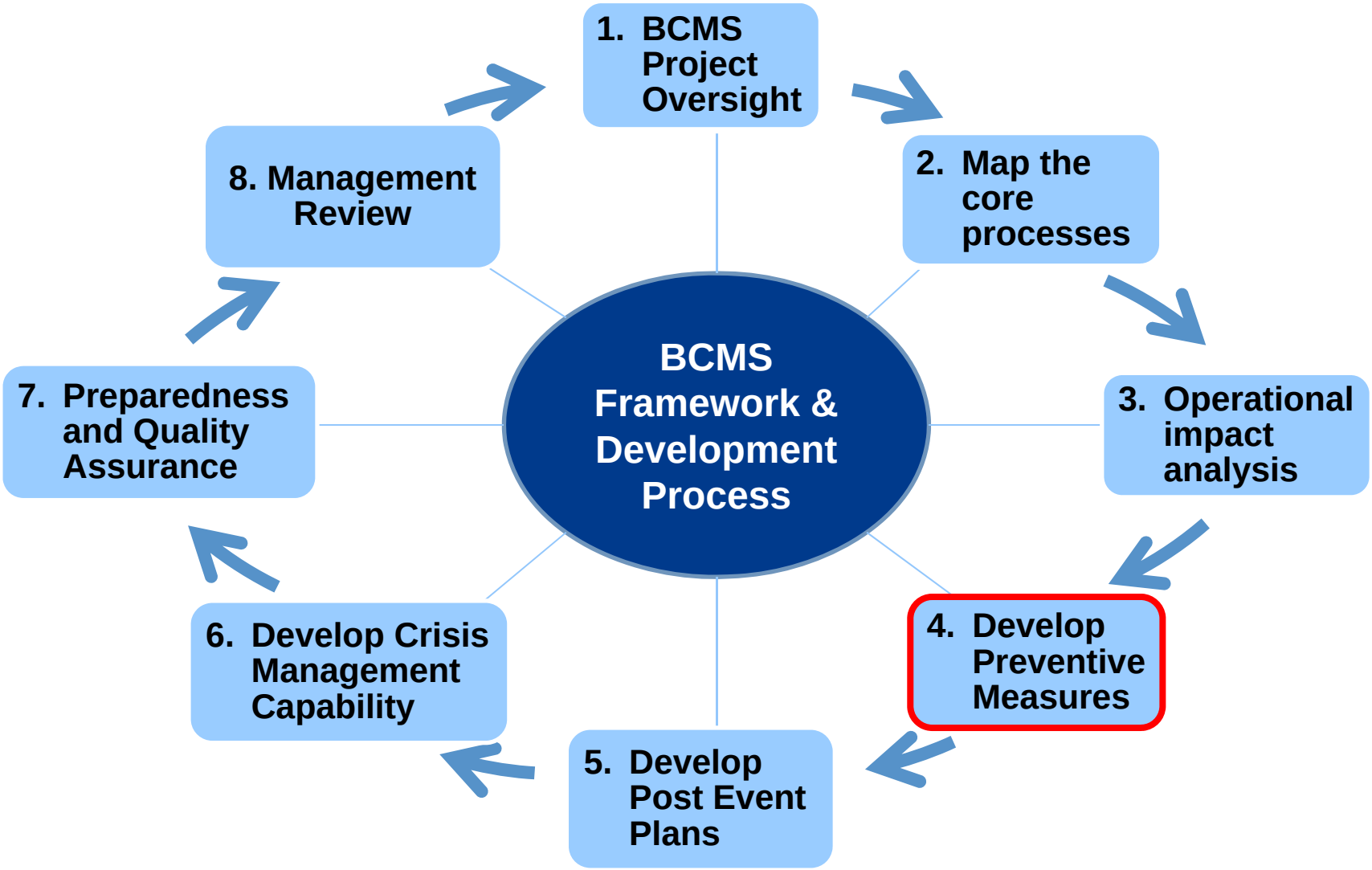
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BCMS Framework & Development Process

5. Develop Post Event Plans

Establishing the Recovery Time Objectives (RTO)

PASSENGER	Process Passengers (i.e. check-in, customs clearance, passport clearance, flight information services, information counters, passenger holding area, passenger loading & disembarkation facilities)	
	Process baggage (includes baggage reclaim area)	
AIRCRAFT	Ability for aircraft to land & take-off (at least 1 runway is available)	
RETAIL	Monitor and manage retailing activities at MA Niaga owned/ managed retail stores	
RENTAL	Manage FnB tenants at KLIA	
	Manage retail tenants at KLIA	
CARGO (FCZ)	Process Free Zone Declaration applications	

- Confidential -

Courtesy of Malaysia Airports

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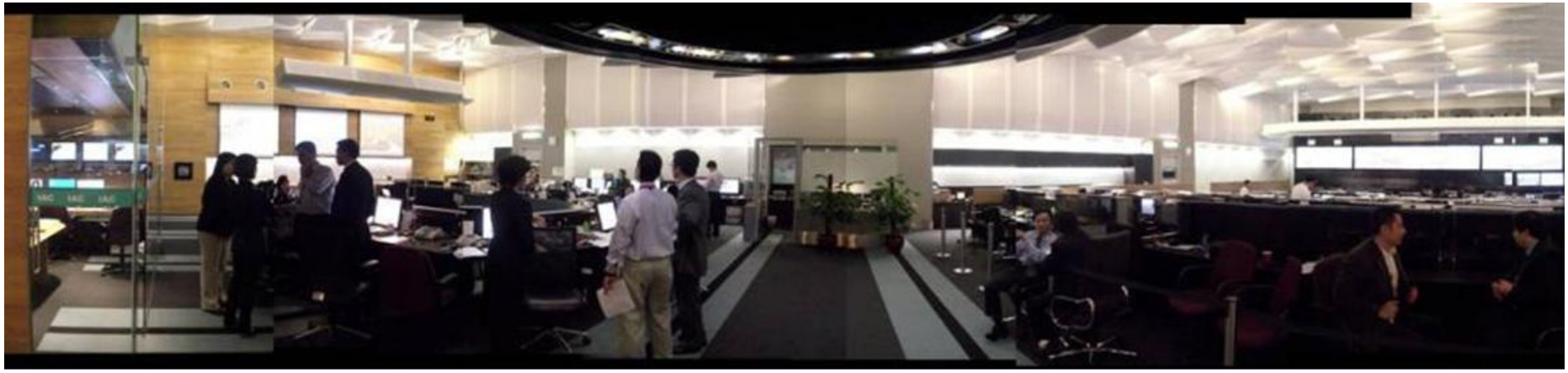
6. Develop Crisis Management Capability



Courtesy of AAHK

Courtesy of Fraport

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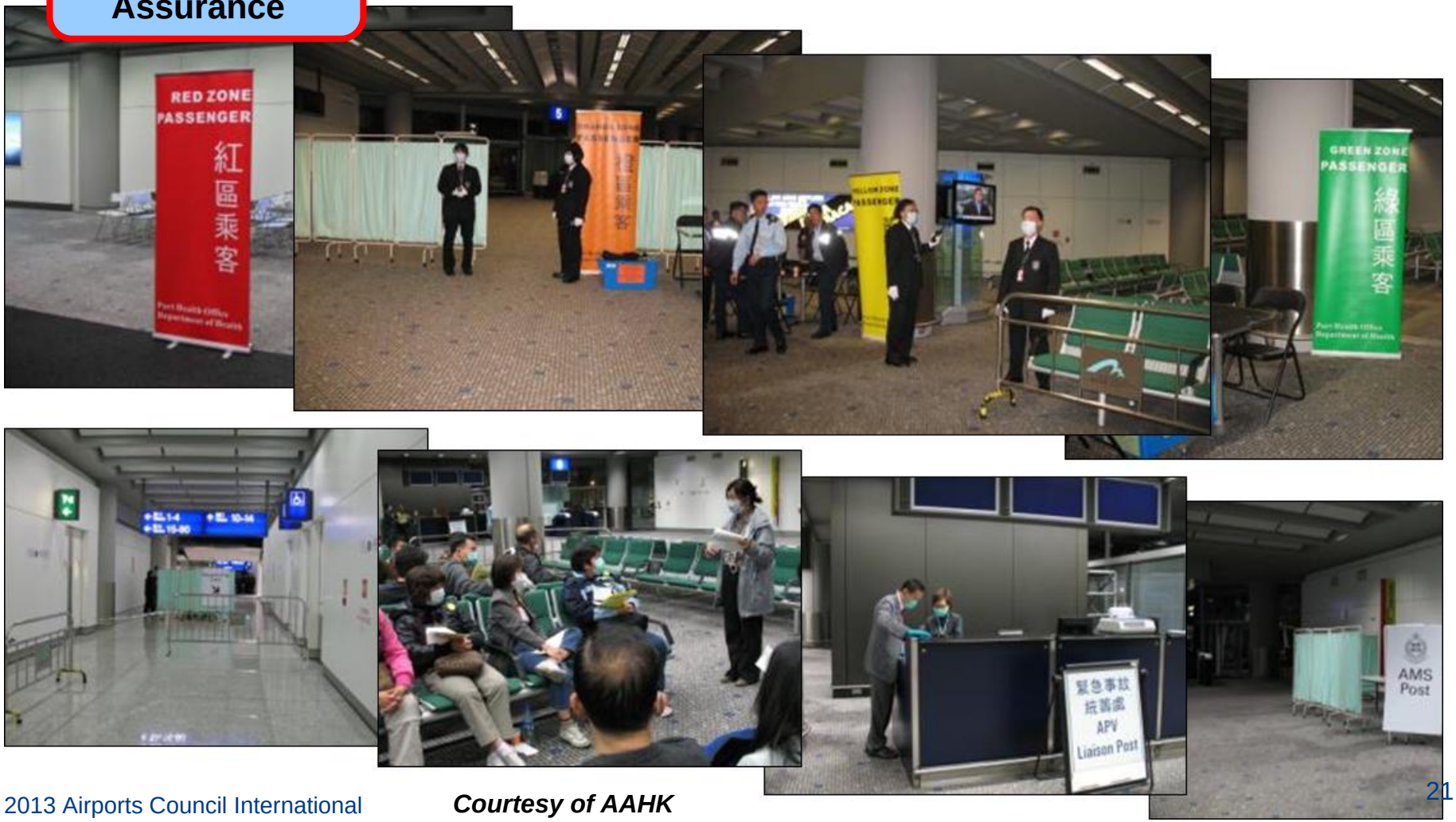
7. Preparedness /Quality Assurance

Testing preparedness through drills and exercises



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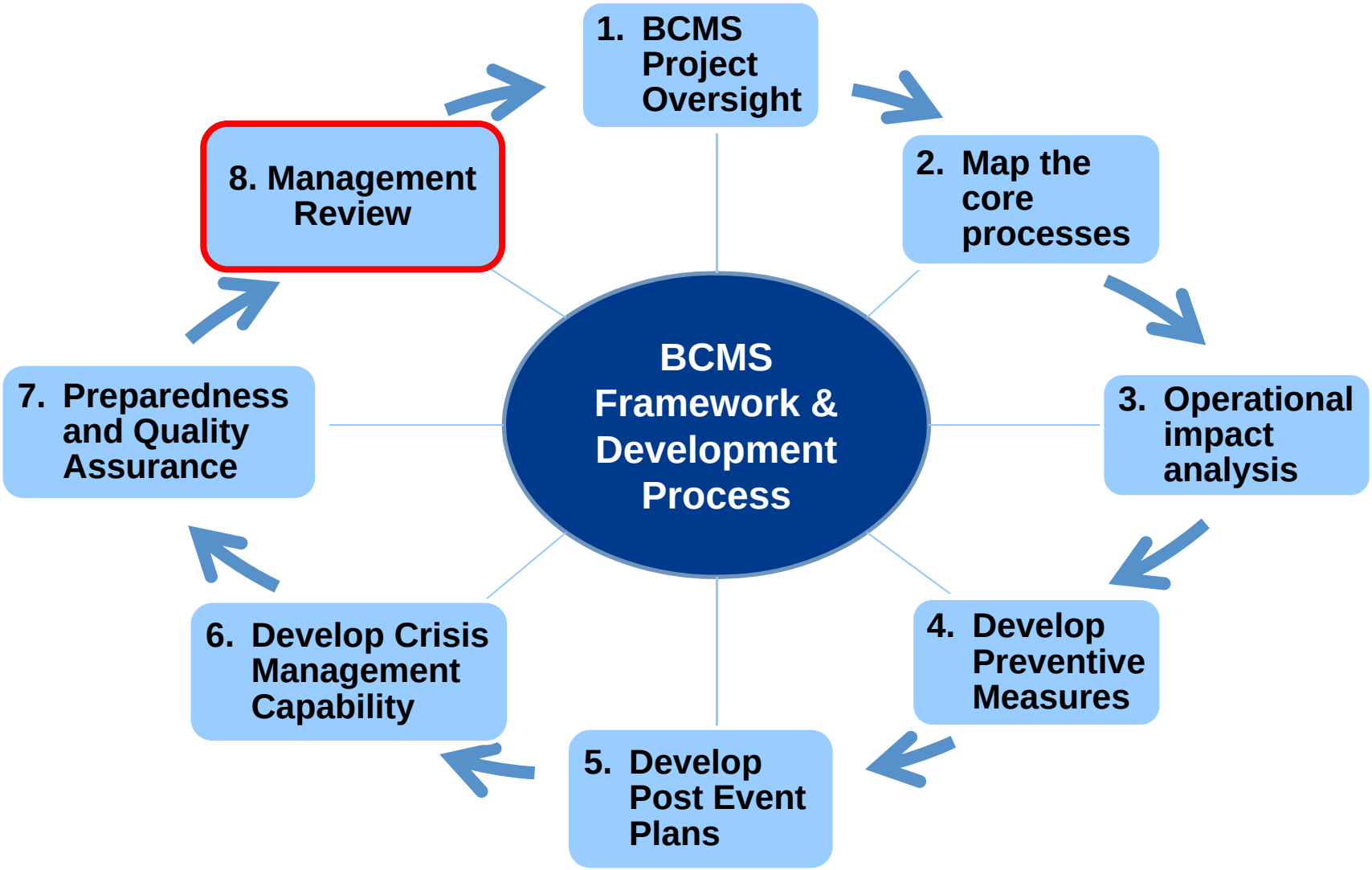
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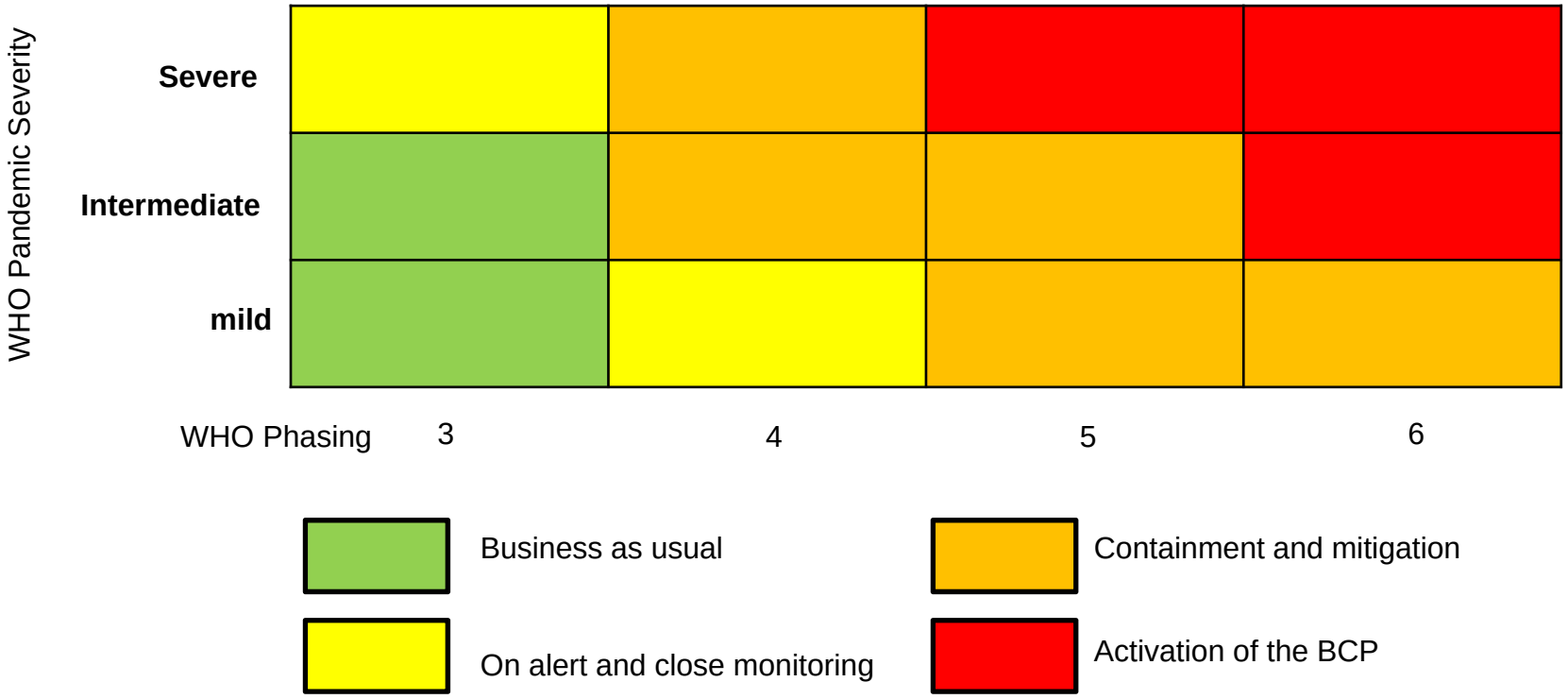
BCMS – Best Practices for Infectious Disease Pandemics

Pandemic Risk Matrix



Courtesy of Malaysian Airlines

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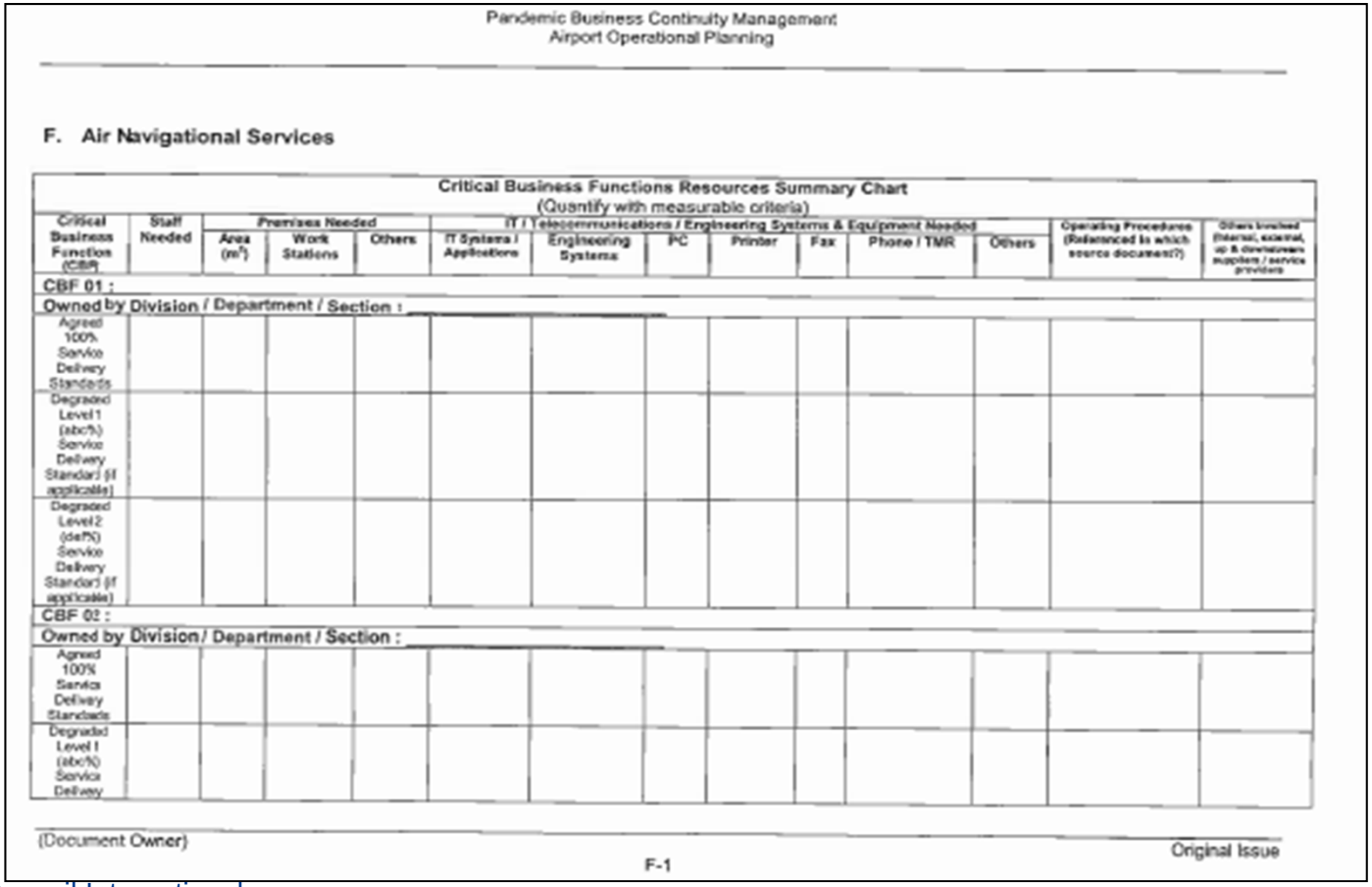
BCMS – Best Practices for Infectious Disease Pandemics

Planning Templates



Pandemic Business Continuity Management
Airport Operational Planning

F. Air Navigational Services

Critical Business Functions Resources Summary Chart
(Quantify with measurable criteria)

Critical Business Function (CBF)	Staff Needed	Premises Needed			IT / Telecommunications / Engineering Systems & Equipment Needed							Operating Procedures (Referenced to which source document?)	Others involved (internal, external, up & downstream suppliers / service providers
		Area (m^2)	Work Stations	Others	IT Systems / Applications	Engineering Systems	PC	Printer	Fax	Phone / TMR	Others		
CBF 01 :													
Owned by Division / Department / Section :													
Agreed 100% Service Delivery Standards													
Degraded Level 1 (abc%) Service Delivery Standard (if applicable)													
Degraded Level 2 (def%) Service Delivery Standard (if applicable)													
CBF 02 :													
Owned by Division / Department / Section :													
Agreed 100% Service Delivery Standards													
Degraded Level 1 (abc%) Service Delivery													

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BCMS – Best Practices for Infectious Disease Pandemics

Operational Checklists

Courtesy of Fraport

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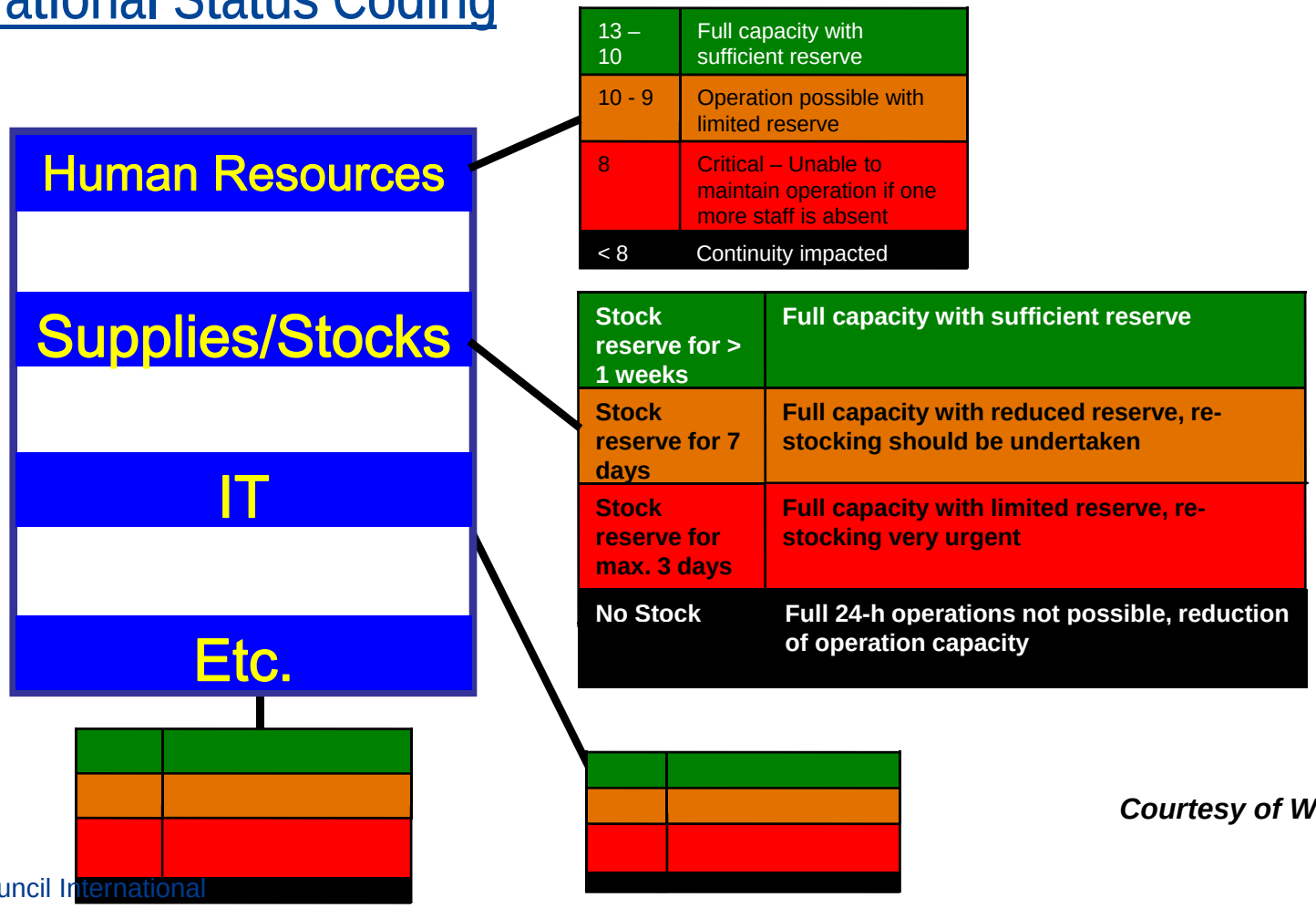
BCMS – Best Practices for Infectious Disease Pandemics

Operational Status Coding



Courtesy of WHO

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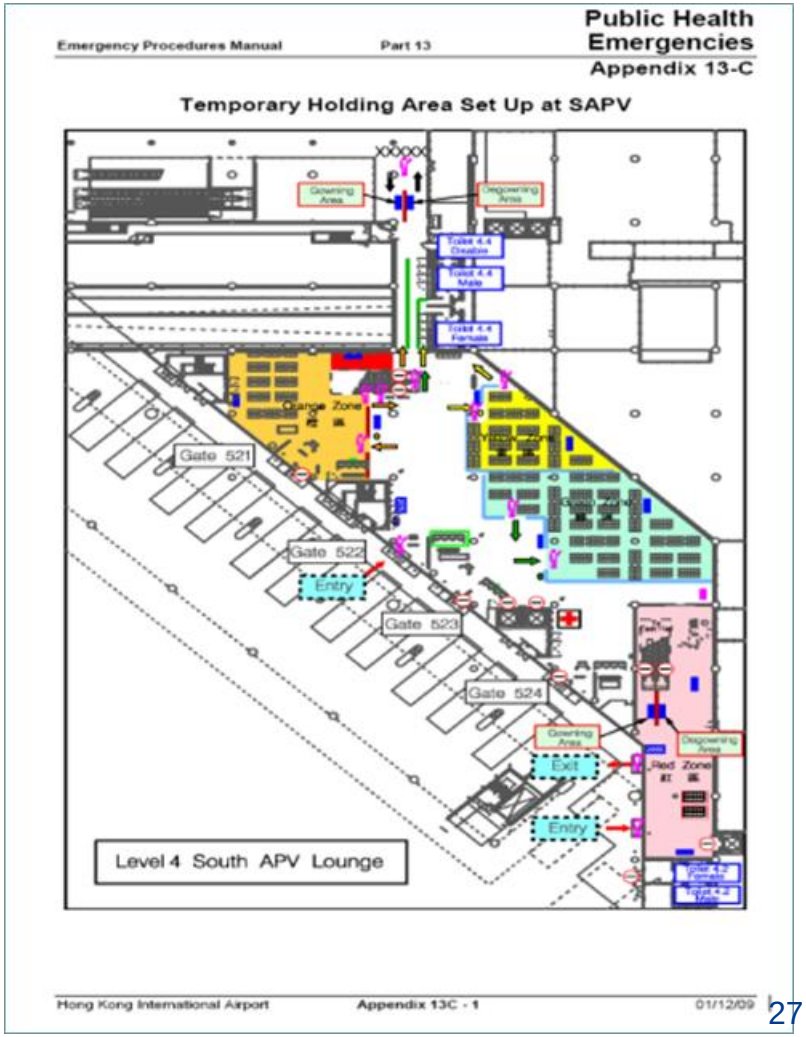
BCMS – Best Practices for Infectious Disease Pandemics

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



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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**%20**preparedness**%20**guidelines**.pdf*

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THANK YOU FOR YOUR ATTENTION!

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

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