

Business Continuity Manual

Business Continuity Plan: H4 Typhoon Response

		Signature	Revision	Effective Date
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A. Typhoon Response

1.0 Introduction

1. The Airport Meteorological Office issues aerodrome warnings for the protection of aircraft and rescue vessels at the airport and provides information on issuing and cancelling of Tropical Cyclone Warning and Strong Monsoon Signals.
2. The Central Forecasting Office at the Hong Kong Observatory (HKO) Headquarters also issues Rainstorm Warnings which are intended for public use, may also be relevant to ground operations at the airport.
3. In determining precautionary measures at the airport, factors to be taken into account include the intensity of the tropical cyclone, its distance, speed and direction of approach to the airport, as well as the airport facilities which will become exposed to strong winds and heavy rain.
4. The intensity, frequency and wind directions forecasted at HKIA during the approach and eventual passage of the tropical cyclone, especially microburst phenomena and crosswind components are also factors that would determine the nature and levels of precautionary measures that need to be taken at HKIA.

2.0 Definition

1. HKO Classification of Tropical Cyclones

Tropical Cyclone Classification	Maximum sustained winds near the centre (km/h)
Tropical Depression (TD)	< 63
Tropical Storm (TS)	63 to 87
Severe Tropical Storm (STS)	88 to 117
Typhoon (T)	118 to 149
Severe Typhoon (ST)	150 to 184
Super Typhoon (SuperT)	185 or above

3.0 Key Processes

1. Typhoon Preparation

- Prior to the onset of any Typhoon, Safety, Security and Business Continuity (SSBC) / Airport Duty Manager (ADM) will liaise closely with both the HKO and Air Traffic Control (ATC) as to the tracking and potential impact to airport operations.
- Based on the latest weather forecast, and assessment of potential impact, Airfield Department (AD) will decide whether to implement Flight Rescheduling Control System (FRCS). FRCS is a procedure whereby the airlines' schedule of arrival and departure flights is cancelled and replaced

with a revised schedule based on ATC's assessment on runway capacity, given the prevailing weather conditions both in the local flight region and over the aerodrome itself.

a. Weather Briefing

- SSBC, or ADM during out of hours, will co-ordinate weather briefings to the airport community, typically 24 – 48 hours, in advance of the typhoon's impact. If necessary, more than one briefing will be arranged. At the briefing, the following will be coordinated:

Hong Kong Observatory (HKO)

- HKO will provide weather information and assessment as to impact to operations. Such briefings will cover inter alia, timings as to the typhoon's approach and an indication on tropical cyclone warning signals, wind speeds and direction, impact of any heavy rain bands associated with the typhoon, risk of local weather disruption such as cross winds, wind shear and microburst etc.

Air Traffic Control (ATC)

- ATC will advise the community on its concerns and advise on the reduced / degraded runway capacity (i.e. the numbers of aircraft movements) that it plans to accept.

Airlines

- Home-based airlines will advise on any preliminary decisions as to when they plan to suspend / resume flight operations, what flights they plan to cancel and whether they plan to stop accepting 6th freedom passengers (i.e. passengers transferring at HKIA) at their out ports.
- Alert passengers for rebooking, rerouting, cancellation ahead of time where appropriate.
- Take proactive measures to relocate aircrafts to other ports prior to the typhoon.
- Airline staff shall be on scene prior to arrival of the passengers upon as and when the typhoon signal has been lowered and resumption of public transport, and participate in the briefing session conducted by AA in which check-in arrangement is to be emphasized.

Airfield (AD)

- AD will then promulgate to the airlines details on timings as to when they need to submit their bids for take-off and landing slots under FRCS. In

additions, AD will advise the precautionary measures required by the airlines to safeguard the aircraft and to ensure the efficient aircraft turnaround activities during the recovery period.

- Controlled recovery shall be adopted i.e. gradually pick up flight resumption momentum within the first few hours of the recovery stage when appropriate.
- To adopt logical sequence to tie down and untie aerobridges, real time wind conditions shall be taken into consideration.
- Strategic manpower deployment shall be adopted e.g. minimize manpower during the peak of the typhoon affected period, and maximize that for the recovery stage.
- As for bridge canopy repair and recovery, priority shall be given to outer bridges as to the fact that both wide-bodied and narrow-bodied aircrafts could be facilitated there. Designated staff will be assigned for the repairing work.

Baggage (ABD)

- ABD will actively engage with the ramp handling operators and the baggage service contractors to ensure sufficient resource planning (manpower, baggage tractors, and other baggage equipment) is available for the duration.
- Controlled recovery shall be adopted i.e. Arrival reclaim belt and Departure lateral allocation gradually pick up flight resumption momentum within the first few hours of the recovery stage when appropriate.
- Strategic manpower deployment shall be adopted e.g. minimize manpower during the peak of the typhoon affected period, and maximize that for the recovery stage.
- Building maintenance priority shall be given to hot transfer facilities i.e. roller shutters at RTF and T1M baggage transfer facilities in order to maintain the area ready for recovery operation.

Terminal (TOD & LD)

- TOD and LD will advise the community on other measures such as preparation for crowd management within the Terminals, updates on transportation to and from the airport, other special arrangements such as catering and timings.
- Strategic manpower deployment shall be adopted e.g. minimize manpower during the peak of the typhoon affected period, and maximize that for the recovery stage.
- To conduct a quick briefing session for the airline staff before resumption of operation.
- Assign passengers to the designated gates at T1M and T1S before the announcement of the final boarding gates.

b. Other Preparation by corresponding departments

Airlines

- Airlines will ensure that parked aircraft are positioned safely and refueled to provide sufficient weight to protect against wind gusts.

Airfield (AD)

- AD will coordinate with the home-based airlines on the recovery plans to ensure they are realistic and of a progressive approach. AD will balance the number of arrival and departure flights to ensure the apron parking capacity will meet the demand.
- AD will carry out co-ordination with various airport organizations to ensure safety precautions are carried out, for example, all loose objects removed or secured, and isolated areas are identified in each apron for equipment parking.
- AD would designate a staff acting as central focal point to coordinate aerobridge checks, amongst TOD (fixed link bridge), AD (loading bridge) and TSI (functionality check).
- AD will proactively coordinate with TSI, CWC, CWM and TRD to inspect all worksites in the airside to ensure hoardings are reinforced, all equipment and loose materials are removed or secured, and excavated areas are protected. AD will coordinate with TSI to tie down the airbridges at locations that may be exposed to strong wind if deemed necessary.
- AD will also actively engage with the ramp handling operators and the line maintenance operators to ensure sufficient resource planning (manpower, aircraft tractors, and other apron equipment) is available for the duration.
- AD will coordinate with airlines to provide up-to-date flight information through Flight Information Display System (FIDS).

Aviation Logistics (ALD)

- ALD will disseminate latest projected track of the tropical cyclone and the tentative schedule of hoisting higher typhoon signal from HKO to franchisees.
- ALD will communicate with franchisees and make sure their typhoon precautionary/preventive measures are in place like securing empty ULDs and loose equipment.

Land, Property & Aviation Franchises (LPAF)

- LPAF will communicate with franchisees and remind them to conduct typhoon precautionary/preventive measures like the preparation of fuel ballasting and secure all loose equipment.

Terminal (TOD & LD)

- TOD and LD will prepare their crowd management measures within the Terminals. These include placing mills barriers and tensile barriers at various locations.
- TOD will implement crowd management measures in the Terminals as-and-when necessary:
 - (a) For disruptions in departure flow, queue serpentine will be set up at Check-in Aisles and Transition Deck, facilitating an effective crowd control management and set-up of a reception area for airlines/ GHAs to handle passengers with confirmed flights and standby passengers; and
 - (b) For disruptions in arrival flow when transportation is NOT available to/from the airport and city, the Transition Deck will serve as a resting area with the set-up of chairs and mobile charging stations for stranded passengers.

Airport Operations & Facility Planning (AOFP)

- AOFP will, in conjunction with TOD's mobilizing available venue in Terminals, coordinate with other venue operator, bus operator, and contractors to arrange the setup and dismantling of Staff Resting Facility as-and-when necessary.
- AOFP will share updated information about the Staff Resting Facility with relevant parties.

Airport Duty Manager (ADM)

- ADM will issue latest information on potential impact of the typhoon through various media including the Display Management System (DMS), website and the "My HKG" smart phone application, and advise the community on the activation of the Airport Emergency Centre (AEC).

2. During the Typhoon

- Once Strong Wind Signal No. 3 is in force, ADM will activate the AEC. The AEC provides a multi-agency coordinating role in support of the Integrated Airport Centre (IAC) and FRCS activity. The AEC will remain active until resumption of normal operations.
- Aircraft operations may be suspended due to the severity of the winds over the runways. AD will coordinate with ATC on implementation of various measures such as contingency aircraft parking procedures, aircraft departure holding procedure, etc.

- AD will continue to ensure that the FIDS displays are up-to-date and flights with confirmed departure and arrival times to be displayed. If necessary, TOD will activate the FDSMS Contingency Display Procedure.
- FRCS activity will continue as the airlines bid for available slots for the next planning window.
- CAF will actively engage with the media throughout and together with the home-based airlines arrange for media briefings on site.

3. Flight Resumption and Typhoon Recovery

- AD will coordinate with TSI to conduct inspection to all apron facilities especially the airbridges after the typhoon. Priority will be on the recovery of airbridges to ensure the parking stand availability. AD will ensure that as many parking stands are made available as possible for aircraft arrival and departure once the flight movement is resumed. Active coordination between the AA, the airlines, the ramp handling operators and the line maintenance operators will continue to ensure that resources can cope with the increasing numbers of flights as and when the weather constraints ease and ATC increase the hourly number of take offs and landings.
- Once local transport returns to normal, the airlines will advise their passengers that only those holding tickets for confirmed flights should make their way to the airport.
- The AA, the airlines and the ground handling agents will implement crowd management measures when massive number of affected passengers is observed in the Terminals.
- Once FRCS is stood down and normal scheduling is resumed, the AEC will stand down.
- Each typhoon is reviewed at senior management level both internally by the AA and with the airport community.
- Specific and detailed procedures on Typhoon Response are contained in the Emergency Procedures Manual Volume III. This is promulgated to all parties at HKIA.

B. TASK & RESPONSIBILITIES

1. The task and responsibilities checklist listed below serves as an aide memoire or quick reference checklist to help coordinating the various actions that need to be carried out at different stages of a tropical cyclone's passage through HKIA; detailed procedures are contained in line departments' relevant procedural manuals.
2. This checklist will be amended as necessary and is part of the continuous improvement process carried out after each cyclone's response activation and the subsequent gathering of lessons learned.

	Responsible task	Action by
A	On alert of No.1 Standby signal	HKO / AA
1.0	SSBC <ol style="list-style-type: none"> a. Establish HKO coordination, contact HKO representative on weather situation, probabilities as well as estimated time for higher signals to be issued. Airport Meteorological Office 24-hour telephone no.: 2910 6920 b. If No. 3 signal is imminent or lightning / rain / wind conditions affect airport operations, prepare to conduct weather briefing & typhoon coordination meeting with HKIA community c. Issue meeting invitation with timing and venue for weather briefing & typhoon coordination meeting by email, fax or phone as appropriate d. Coordinate with responsible parties for venue set-up of the weather briefing & typhoon coordination meeting e. Arrange IT Helpdesk for PC/ projector set-up and support if necessary f. Ensure HKO AMIDS website available for projection at the briefing g. Meeting to be chaired by GM-SSBC or his deputy h. Weather briefing & typhoon coordination meeting agenda: <ol style="list-style-type: none"> i. State the weather briefing and typhoon coordination meeting agenda ii. Invite HKO Officer proceed with weather briefing iii. Invite CAD-ATMD for their inputs iv. AA inputs (AD, TOD, LD, ABD, CWC/CWM, TRD, ALD, LPAF, RAD and ADM) e.g. landside transport, ferry/Bonded Bus services, crowd management, food & beverages, FRCS, etc. v. Airport Operator Committee (AOC) inputs vi. Home-based carriers inputs vii. Ground Handling Agents (GHA) inputs viii. Ramp Handling Operator (RHO) inputs ix. Public transport services inputs if any, in the event of Signal 8 or higher x. Q&A session xi. Summary xii. Provide timing and venue for next weather briefing & typhoon coordination meeting, if necessary xiii. Issue Meeting Summary, if necessary i. Deploy manpower to AEC should it be activated by ADM 	SSBC / ADM *Coordinated by SSBC during office hours; otherwise coordinated by ADM
2.0	ADM <ol style="list-style-type: none"> a. ADM arrange pre-meeting coordination with IAC parties to check out the AA weather contingency plan prior to attending the weather briefing & typhoon coordination meeting, if applicable b. Prepare AEC activation details i.e. activation time and representatives from essential internal and external parties c. Redeploy one IAC staff for pre-AEC activation preparation if outside of normal office hours before SSBC staff can report for duty d. Prepare for escalation of responses if higher tropical cyclone signals are expected e. Oversee implementation of HKIA Emergency Message Broadcast (EMB) for disseminating HKIA disruption and crisis related information to stakeholders 	ADM

3.0	AD <ol style="list-style-type: none"> Weather alert disseminated to all ramp operators Carry out airside inspections against potential Foreign Object Damage (FODs) Ensure RHOs and Line Maintenance Operators (LMOs) secure equipment, loose objects, and secure/reposition aircraft where necessary Coordinate with RHOs and Cargo Terminal Operators (CTOs) on dolly recirculation arrangements Remind airside work contractors to check all worksite hoardings and secure all loose objects Remind TSI to check all drainage channels at all down ramps 	AD
4.0	ABD <ol style="list-style-type: none"> Weather alert dissemination by Baggage Hall PA system Carry out remote transfer and T1M baggage facilities inspections against potential damage Ensure work and project contractors secure construction material, equipment, loose objects Prepare to suspend operation of AABD in T1M. Notify RHOs and contractor Remind work and project contractors to check all worksite hoardings and secure all loose objects Remind TSI to open all High Speed Doors at all down ramps Remind TSI to check all roller shutters at all remote transfer facilities and T1M baggage facilities. Remind TSI to check all drainage channels at all down ramps 	ABD
5.0	ALD <ol style="list-style-type: none"> Weather alert dissemination to ALD franchisees 	ALD
6.0	LPAF <ol style="list-style-type: none"> Weather alert dissemination to LPAF franchisees 	LPAF
7.0	TOD <ol style="list-style-type: none"> Weather alert dissemination by Auto Voice Message Distribution System (AVMDS) Update, in consultation with ADM, DMS, PA, website and mobile app 	TOD
8.0	LD <ol style="list-style-type: none"> Update, in consultation with ADM, PA announcements at GTC and SkyPier Terminal, if necessary Contact Tsing Ma Control Area (TMCA), Tuen Mun – Chek Lap Kok Tunnel (TM-CLKT) and SkyPier Terminal Ferry/Bonded Bus Handling Agent (FHA/BHA) for operational updates 	LD
9.0	TSI <ol style="list-style-type: none"> Preparation works with AD on storm drains, oil traps and airfield areas Check drainage outlets and water pumps to ensure free from blockage / flooding 	TSI / AD / TOD / LD
10.0	AOFP <ol style="list-style-type: none"> Weather alert dissemination to airport staff Check venue operators' availability of Staff Resting Facility for the coming days, e.g. AsiaWorld-Expo, Regal Airport Hotel, etc. Ensure adequate equipment for Staff Resting Facility 	AOFP

B	When No. 3 signal is issued	HKO / AA
1.0	SSBC <ol style="list-style-type: none"> a. Deploy resources to AEC and create incident log b. Establish communications with airport organizations as required c. Request those organizations involved in response planning to send management representative to AEC as situation dictates d. Activate full manning of AEC if weather deteriorates to the point where operations are seriously affected e. Maintain AEC information exchanges and updates 	SSBC / ADM
2.0	ADM <ol style="list-style-type: none"> a. ADM will collate all airline requests and coordinate with AVSECO in deploying staff to assist with crowd management duties to achieve best resource utilization and with the overall HKIA's interest in mind b. Coordinate with RAD for extending the operating hours of F&B outlets as well as replenishing stocks as needed c. Oversee implementation of HKIA EMB for disseminating HKIA disruption and crisis related information to stakeholders d. Alert Airport Community on activation of the AEC as appropriate. 	ADM / AVSECO / RAD
3.0	AD <ol style="list-style-type: none"> a. Notify all concerns in according to the alerting proforma b. Deploy staff to update flight information/airfield status if AEC is activated c. Disseminate the information of Wind Speed at apron provided by AMIDS onto AEC platform d. Pay attention to the flight movement and stands availability and update ADM & AEC e. Close liaison with ATC for current runway availability (probable cross wind situation) f. Monitor wind speed and inform TSI for retract of airbridges/ tie down g. Inform work contractor to ensure integrity of hoarding & secure all loose objects h. Worksite inspection against any FOD which might be created due to strong wind i. Inform cleanliness contractor to reserve manpower & secure airside FOD bins j. Ensure TSI to clear storm drains & oil traps are open k. Check the condition of the grated channel covers on aprons l. Re-deployment of Bird Control Unit staff to assist other duties m. Retrieve the distress call equipment n. Close liaison with ATC for the update runway closure schedule o. Distribute plastic chains to respective RHOs/CTOs and keep a record (if requested by Standards & Service Delivery Section) p. Preparation of vehicle protective screen. And ensure adequate fuel q. Inform RHOs & LMOs to secure equipment & loose object. Ensure safety in open area r. Alert LMOs and Business Aviation Centre (BAC) to ensure their aircrafts are secured according to Standard Operation Procedures (SOP). s. Ensure empty containers, ULDs, and dollies are properly secured t. Tie down flexible FGP cables at Remote Stands u. Suspend the operation use of Inner airbridge (if wind speed reaches 25knots) v. Suspend the operation use of Outer airbridge to upper deck of A380 (ws exceeds 25kts) 	AD

	<ul style="list-style-type: none"> w. Tie down all Pre-conditioned Air (PCA) hoses x. Facilitate fuel ballasting upon request y. Secure all Ground Support Equipment (GSE) Pooling related items including lower deck loaders, main deck loaders and passenger steps, apply wheel chocks to all GSE once parked at home position, charge buffer GSE at GSE areas if wind condition allows z. Implement Flight Rescheduling Control System (FRCS) upon receiving directive from EDAO 	
4.0	ABD <ul style="list-style-type: none"> a. Weather alert dissemination by Baggage Hall PA system b. Review lateral allocation and plan for misconnect baggage staging area with RHOs c. Inform TSI to relocate removable traffic lights of Autonomous Electric Tractors (AET) at Bonded road to Baggage Hall d. Suspend operation of AABD in RTF and T1M e. Remind TSS to check APM drainage system and equipment 	ABD
5.0	ALD <ul style="list-style-type: none"> a. Weather alert dissemination to ALD franchisees b. Ensure franchisees to make preparation for securing all loose equipment / empty ULDs c. Remind franchisees to plan ahead for sufficient manpower to support operation 	ALD
6.0	LPAF <ul style="list-style-type: none"> a. Weather alert dissemination to LPAF franchisees b. Remind franchisees to make preparation for fuel ballasting and secure all loosen equipment c. Remind franchisees to plan ahead for sufficient manpower to support operation d. Ensure the activation of tub boat guarding services for the Sha Chau Aviation Fuel Receiving Facility and the Permanent Aviation Fuel Facility (PAFF) by the operator and on-going monitoring until the step-down of such services after the typhoon e. Assess the potential implication to the aggregate fuel inventory (on-airport and PAFF) and the fuel delivery schedule having regard to the typhoon 	LPAF
7.0	TOD <ul style="list-style-type: none"> a. Weather alert dissemination by AVMDS b. Update, in consultation with ADM, DMS, PA, website and mobile app c. Strengthen communication and coordination with airlines e.g. set up whatsapp group with the airlines d. Consider to activate FDSMS contingency plans when needed e. Implement FDSMS contingency when needed f. Implement Landside Crowd Management Plan (Departure and/or Arrival) when needed g. Implement Airside Crowd Management Plan when needed h. Activate and set up command post at the back office of Customer Service Counter (CSC) on the 7th floor of Terminal 1 when needed. i. Prepare mills barriers and tensile barriers at designated locations (including T1 transition decks, Check-in aisles, E1, E2, W1, T1M, Airlines Service Desks A, B & C and relevant positions within the passenger concourses). j. Consider and prepare the activation of Staff Resting Facility, e.g. HKIA Community Building; etc, subject to HKO's assessment of T8 possibility. 	TOD / ADM / Govt dept.

	<ul style="list-style-type: none"> k. Alert St. John Ambulance Brigade for support of potential crowd control measures l. Confirm the hotline numbers with Airlines for passenger enquires m. Confirm inventory on passenger care items in preparation for Passenger Care Team (PCT) activation n. Coordinate with airlines, AVSECO, ImmD and C&ED on escorting departing passenger who may want to return from airside to landside because of cancelled/deferred flights o. Check and inspect terminal facilities especially water leakage and flooding p. Alert service contractors to check resource availability for incoming shift and arrange necessary reinforcement as appropriate q. Alert RAD to liaise with the retail outlets for resource reinforcement, stock replenishment and extension of service hours r. Upon HKO's advance notice of issuing No. 8 signal, alert AA PCT for possible deployment s. PCT, manned by AA non-operational staff, will look after the welfare of stranded passengers in the terminals during typhoons and major disruptions to the airport. This service encompasses distribution of passenger care items, which include bottled water, snacks and blankets t. The PCT, with 4 teams to enable a round-the-clock service when needed u. Hourly update of T1 passenger counts 	
8.0	<p>LD</p> <ul style="list-style-type: none"> a. Disseminate information, in consultation with ADM, to the public, i.e. limited ferry and/or Bonded Bus services, via website, mobile app and public transport information at GTC down ramp b. Inspect drains, road networks, landside landscape, construction sites (in collaboration with TRD, CWC, CWM and TSI) and SkyPier Terminal facilities especially for water leakage and flooding c. Communicate closely with all public transport operators including bus companies, MTRC and taxis associations on typhoon situation; ensure bus companies to move away or secure all bus totems d. Divert traffic to the inner kerb lane when needed e. Relocate landside baggage trolleys from the median kerb to the inner kerb when needed f. Inform Landside landscaping contractor special duty team to be on standby at HKIA g. Maintain communication with TD's Emergency Transport Co-ordination Centre (ETCC), TMCA, TM-CLKT, SkyPier Terminal FHA/BHA and petrol stations on weather and operational updates h. Liaise with FHA/BHA on ferry sailing/ cancellation status and Bonded Bus schedule status i. Move all trash bins to indoor, check all worksite hoardings and secure all loose objects j. Strengthen communication and coordination with airlines k. Prepare mills barriers and tensile barriers for queuing set-up at GTC and SkyPier Terminal l. Get ready PCT inventories, i.e. bottled water, snacks and blankets at GTC and SkyPier Terminal store room m. Update the GTC and SkyPier Terminal operational status table if AEC activated n. Update the landside transportation status table if AEC activated 	LD / ADM

	<ul style="list-style-type: none"> o. Prepare activation of Contingency Airport Employee Shuttle (Airport <-> Tung Chung), subject to real-time situation p. Prepare for activation of Taxi Queuing Operation, subject to real-time situation 	
9.0	TSI <ul style="list-style-type: none"> a. Clear storm drains and keep oil traps opened b. Secure outdoor mills barriers and signage c. Check drainage outlets and water pumps to ensure no blockage or flooding d. Clear gutters and secure doors properly at GTC, T1, AGMB, T1S, T1M and SkyPier Terminal e. Activate survival mode (in consultation with LD) of the SkyPier Terminal pontoons if required, with reference to Terminal & Landside Procedures Manual – SkyPier Terminal Operations Procedure (Procedure No.: TLPM/086 – Section 28) f. Confirm all FGP crocodile at remote aircraft stands are tied up/down upon request by AD g. Ensure sufficient resources and manpower to proceed airbridges tie down procedure upon request by AD h. Ensure all PCA hoses are properly secured and install canvas net to the PCA hose basket upon request by AD 	TSI / AD / TOD / LD
10.0	AOFP <ul style="list-style-type: none"> a. Preparation work for Staff Resting Facility set up, such as venue, shuttle service, guarding service and equipment logistic arrangement b. Seek activation endorsement c. Disseminate facility information to airport staff 	AOFP
C	When No. 8 signal is issued	HKO / AA
1.0	SSBC <ul style="list-style-type: none"> a. Activate AEC full manning (if not yet done so as a result of deteriorating weather conditions during No. 3 signal) and co-ordinate AEC response planning b. Ensure stakeholders send representatives to the AEC for real time coordination as well as relay information back to their respective down-lines for appropriate and timely response actions c. Ensure incidents are reported to the AEC for dissemination to AEC representatives d. Maintain AEC log with the latest updated information 	SSBC
2.0	ADM <ul style="list-style-type: none"> a. Ensure home base carriers and ground services providers send designated operational staff to AEC for real time coordination b. Coordinate timely submission of pragmatic revised flight movement plans c. Coordinate with airlines, AVSECO and IAC-AD on contingency use of the West Hall Arrivals as temporary APV Lounge for departure flights if frontal stand airbridges are suspended due to extreme wind conditions d. Alert CAF & Airport Police on potential media interest stories e. Alert Airport Community on: <ul style="list-style-type: none"> i. full manning of AEC as appropriate; ii. activation of Contingency Airport Employee Shuttle (Airport <-> Tung Chung) arrangements for airport staff when needed; iii. pre-alert of the operation arrangement of Gatehouse #1, #2 & 	ADM / AD / CAF

	<p>#3 under Extreme Weather Conditions (ie when typhoon no. 9 or above signal is issued).</p> <ul style="list-style-type: none"> f. Coordinate with AA Administration Department on contingency staff transportation arrangements for duty staff, support staff and PCT members when needed g. Oversee implementation of HKIA EMB for disseminating HKIA disruption and crisis related information to stakeholders 	
3.0	<p>AD</p> <ul style="list-style-type: none"> a. Implement Flight Rescheduling Control System (FRCS) upon receiving directive from EDAO b. Ensure base carriers and GHAs to send a flight operations coordinator to the IAC-ACC for real time coordination on revised flight movements and resources deployments c. Request RHOs and LMOs to send operational representatives to AEC for coordination on flight handling, resource redeployments and other real time tasks d. Coordinate with ATC on requirement of contingency aircraft parking procedures e. Coordinate with ATC on implementation of aircraft departure holding procedures if needed f. Ensure FIDS displays applied with dynamic changes in trimming down inactive flights; consider manual suppression of flight displays without confirmed ETAs and ETDs g. Coordinate with airlines to curtail uplifting online transfer passengers if connecting flights are severely delayed or cancelled (6th Freedom passengers) h. Coordinate with airlines and GHAs to defer passenger check-in for the flights without ETDs i. Coordinate with airlines on contingency aircraft catering procedures to expedite aircraft stand turn-around time j. Coordinate with RHOs and LMOs on resources and equipment deployments in regard to apron and baggage services k. Regular update on the FRCS approval status, Stand Availability, Contingency Parking, Passenger Bus Availability and Weather Information in AEC Log l. Update CAF on Affected Flight Summary m. Periodic update on any impending flight rescheduling activity n. Request TSI for tie down of airbridges if persistent wind speed reaches / expected to reach 77knots (140 km/h) o. Liaise with the airside bus contractor in arranging additional manpower to cope with the post typhoon demand surge p. Liaise with the apron cleaning contractor in arranging additional manpower for post typhoon operation resumption, if necessary q. Prepare for post typhoon contingency procedure 	AD / ADM
4.0	<p>ABD</p> <ul style="list-style-type: none"> a. Weather alert dissemination by Baggage Hall PA system b. Liaise with the baggage handling service contractors in arranging additional manpower for post typhoon operation resumption, if necessary c. Roller shutters at RTF and T1M will be closed and secured during T8 or higher d. Prepare for post typhoon baggage contingency procedure 	ABD
5.0	<p>ALD</p> <ul style="list-style-type: none"> a. Weather alert dissemination to ALD franchisees by email and WhatsApp group b. Ensure franchisees have already performed all necessary precautionary measures such as securing all loose equipment / 	ALD

	<p>empty ULDs</p> <ul style="list-style-type: none"> c. Based on public transport availability status, advise franchisees to arrange staff transportation (e.g. franchised buses) if necessary d. Disseminate information on Contingency Staff Transport (if any) arranged by AA for airport staff to the franchisees e. Liaise with AD and CTOs if FRCS is implemented and make necessary coordination f. Close monitor with Franchisees for contingency situation or operation irregularity 	
6.0	<p>LPAF</p> <ul style="list-style-type: none"> a. Weather alert dissemination to LPAF franchisees b. Ensure franchisees have already performed all necessary precautionary measures such as fuel ballasting and secure all loose equipment c. Close monitor with Franchisees for contingency situation or operation irregularity d. Disseminate information on Contingency Staff Transport (if any) arranged by AA for airport staff to the franchisees 	LPAF
7.0	<p>TOD</p> <ul style="list-style-type: none"> a. Weather alert dissemination by AVMDS b. All parties notified of the activation of AEC via AVMDS c. Update, in consultation with ADM, DMS, PA, website and mobile app d. Special announcements posted on AA website and mobile app after consultation with CAF e. Ensure all concerned parties keep track on the status of VIP movements f. Coordinate with airlines' care teams g. Ascertain if other care teams are to be deployed e.g. from St John Ambulance Brigade, Red Cross, CAS, AMS, etc. h. Implement Landside Crowd Management Plan (Departure and/or Arrival) when needed i. Implement Airside Crowd Management Plan, in whole or in part, when needed j. Activate and set up command post at the back office of CSC on the 7th floor of Terminal 1 when needed k. Implement Airline Inquiry Counters on Transition Deck when needed l. Implement the Transit Advice Cards when needed m. Remind airlines and GHA's to allow 30 minutes for coordination with the Police before airlines open service counters to handle passengers of disrupted flights n. Turn CCTV cameras toward disgruntled passengers if there is a likelihood of violent behaviours in order to gather potential evidence for Police use o. Police may also deploy video teams to gather additional evidence p. Make appropriate arrangements at West Hall APV Lounge if airbridges are unusable due to excessive wind conditions q. Review cleaning contractor's manpower deployment plan and step up the cleaning frequencies r. Maximize landside trolley recirculation s. Stock up at least 1500 landside trolley on down ramp t. Mobilize at least one duty staff to cover each aisle for better crowd control u. Arrange additional manpower of the cleaning and trolley contractors v. Hourly update on T1 passenger counts w. Activate Staff Resting Facility if needed 	TOD / AD / CAF / ADM

8.0	LD <ul style="list-style-type: none"> d. Timely disseminate public transportation information to airport community staff (AOC, Hactl, CX City, etc.) on franchise buses, AEL services including MTR-Tung Chung services e. Disseminate information, in consultation with ADM, to the public i.e. suspension of ferry/Bonded Bus services via AA website and mobile app f. Disseminate available transportation information, in consultation with ADM, for arrival passenger at GTC down ramp via digital panel, DMS and PA g. Coordinate with bus franchisees on extension of limited bus services whenever possible including Intra-CLK Island routes h. Coordinate with MTRC on AEL services and request additional frequencies if surges of arrival passenger expected i. Request Police to station at taxi station in preventing passengers from being overcharged j. Monitor taxi availabilities, request taxi trade to increase supply and activate flow control at central down ramp and queue management at taxi station to assist arrival passenger flow k. Contact ETCC, TMCA, TM-CLKT, SkyPier Terminal FHA/BHA and petrol stations on operational update l. Coordinate additional contractors' manpower on transport information provision, flow control, cleaning, traffic & car park management as well as landscape management m. Update landside transportation status table n. Update GTC and SkyPier Terminal operational status table o. Activate passenger care provision for stranded passengers p. Close outdoor escalators at car park 1 when needed q. Disseminate information of Contingency Airport Employee Shuttle (Airport <-> Tung Chung) via HKIA Operations Portal, if activated 	LD / ADM
9.0	TSI <ul style="list-style-type: none"> a. Arrange labour to support TOD & LD for crowd management b. Arrange labour to support ABD for baggage handling c. Activate survival mode (in consultation with LD) of the SkyPier Terminal pontoons if required, with reference to Terminal & Landside Procedures Manual – SkyPier Terminal Operations Procedure (Procedure No.: TLPM/086 – Section 28) 	TSI / ABD / TOD / LD
10.0	AOFP <ul style="list-style-type: none"> a. Activate and set up Staff Resting Facility and oversee facility operations if needed b. Prepare for stand-down procedure when appropriate 	AOFP
D	When No. 9 signal or higher is issued	HKO / AA
1.0	SSBC <ul style="list-style-type: none"> a. Ensure incidents are reported to AEC for dissemination to AEC representatives b. Maintain AEC log with the latest updated information c. AVSECO activates the temporary change of operating hours and services for Gatehouse #1 (extended service hours), Gatehouse #2 & #3 (to facilitate emergency vehicles and associated personnel only) 	SSBC

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2.0	ADM <ol style="list-style-type: none"> Review the resources of AD, TOD, LD, ABD, TSI and TSS Monitor and oversee the progress of contingency plans 	ADM
3.0	AD <ol style="list-style-type: none"> Hourly update on the FRCS approval status Stand Availability, Contingency Parking, Passenger Bus Availability and Weather Information (wind speed checks) in AEC log Based on public transport availability status, advise RHOs / LMOs to arrange staff transportation (e.g. franchised buses) if necessary Update CAF on Affected Flight Summary Update flight information through FIDS 	AD
4.0	ABD <ol style="list-style-type: none"> Weather alert dissemination by Baggage Hall PA system Based on public transport availability status, advise service contractors to arrange staff transportation if necessary 	ABD
5.0	ALD <ol style="list-style-type: none"> Weather alert dissemination to ALD franchisees by email and WhatsApp group Liaise with AD and CTOs if FRCS is implemented and make necessary coordination Close monitor with Franchisees for contingency situation or operation irregularity Disseminate information on Contingency Staff Transport (if any) arranged by AA for airport staff to the franchisees 	ALD
6.0	LPAF <ol style="list-style-type: none"> Weather alert dissemination to LPAF franchisees Close monitor with Franchisees for contingency situation or operation irregularity Disseminate information on Contingency Staff Transport (if any) arranged by AA for airport staff to the franchisees 	LPAF
7.0	TOD <ol style="list-style-type: none"> Weather alert dissemination by AVMDS Update, in consultation with ADM, DMS, PA, website and mobile app Monitor the progress of activated contingency plans Hourly update on passenger counts at T1 & other passenger concourses 	TOD
8.0	LD <ol style="list-style-type: none"> Update AEC on public transport situations Monitor the progress of activated contingency plans Coordinate with MTRC on the status of AEL services and request MTRC to operate special runs to cater for the real time emergency needs Update landside transportation status table Activate Taxi Queuing Operation if required 	LD / ADM
9.0	TSI and TSS <ol style="list-style-type: none"> Deploy manpower according to operational needs and ensure sufficient resources for extended periods Activate survival mode (in consultation with LD) of the SkyPier Terminal pontoons if required, with reference to Terminal & Landside Procedures Manual – SkyPier Terminal Operations Procedure (Procedure No.: TLPM/086 – Section 28) 	TSI / TSS / AD / TOD / LD

10.0	AOFP a. Oversee Staff Resting Facility operations b. Prepare for stand-down procedure when appropriate	AOFP
E	When No. 9 or higher signal is lowered to No. 8	
1.0	SSBC a. Ensure incidents are reported to AEC for dissemination to AEC representatives b. Maintain AEC log with the latest updated information c. AVSECO to resume normal operating hours and services for Gatehouses #1, #2 and #3	SSBC
2.0	ADM a. Review the resources of AD, TOD, LD, ABD, TSI and TSS b. Monitor the progress of activated contingency plans	ADM
3.0	AD a. Monitor the progress of activated contingency plans b. Regular update on the FRCS approval status, on Stand Availability, Contingency Parking, Passenger Bus Availability and Weather Information (wind speed checks) in the AEC log c. Request TSI to untie airbridges if persistent wind speed lowered / expected to lower than 77knots (140km/h) d. Update CAF on Affected Flight Summary e. Update flight information through FIDS	AD
4.0	ABD a. Weather alert dissemination by Baggage Hall PA system b. Laterals will be assigned according to FRCS arrangement c. Monitor the progress of activated contingency plans	ABD
5.0	ALD a. Weather alert dissemination to ALD franchisees by email and WhatsApp group b. Liaise with AD and CTOs if FRCS is implemented and make necessary coordination c. Close monitor with Franchisees for contingency situation or operation irregularity d. Liaise with Franchisees to get prepared for services recovery	ALD
6.0	LPAF a. Weather alert dissemination to LPAF franchisees b. Close monitor with Franchisees for contingency situation or operation irregularity	LPAF
7.0	TOD a. Weather alert dissemination by AVMDS b. Update, in consultation with ADM, DMS, PA, website and mobile app c. Monitor the progress of activated contingency plans d. Hourly update on passenger counts at T1 & other passenger concourses	TOD
8.0	LD a. Liaise with MTRC on service resumption and explore the need for increased frequency or deploy Tung Chung train to serve AEL line	LD / ADM

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	<ul style="list-style-type: none"> b. Conduct crowd management plan for AEL service resumption, set up queue arrangement to AEL platform c. Set up staff enquiry positions (AEL, Police & AA) and appropriate signage posted at the entrance for crowd management and assist queue management d. Update AEC of public transportation availabilities e. Monitor the progress of activated contingency plans f. Update landside transportation status table g. Arrange for the cessation of Taxi Queuing Operation if activated 	
9.0	TSI <ul style="list-style-type: none"> a. Prepare the resources deployment for airport operational recovery b. Ensure sufficient resources and manpower to prepare for airbridges untie for operational recovery 	TSI
10.0	AOFP <ul style="list-style-type: none"> a. Oversee Staff Resting Facility operations b. Prepare for stand-down procedure when appropriate 	AOFP
F	When No. 8 signal lowered to No. 3 / No.1 / All signals cancelled	
1.0	SSBC <ul style="list-style-type: none"> a. Update AEC log on recovery plans and disseminate information to AEC representatives 	SSBC
2.0	ADM <ul style="list-style-type: none"> a. Monitor and oversee recovery / resumption plans b. Coordinate with CAF on media interest stories c. Alert Airport Community on cessation of Contingency Airport Employee Shuttle (Airport <-> Tung Chung) if activated during typhoon period 	ADM
3.0	AD <ul style="list-style-type: none"> a. Cease Flight Re-scheduling Control System (FRCS) operation if instructed by EDAO b. Designate temporary staging areas for idle cargoes and containers by the CTOs to facilitate the circulation of dollies if necessary c. Confirm all airbridges are untied and conduct inspection to the airbridges for immediate repair and recovery for aircraft docking d. Request airlines setting up their flight recovery plans and provide accurate information to AA and respective RHO, LMO and aircraft caterer as early as possible e. Ensure adequate manpower of the RHOs and LMOs to meet the surge of aircraft movements after the typhoon f. Consider the need to activate the contingency procedures for aircraft holding at taxiways for post typhoon disruptions g. Activate Centralized Aircraft Tractor Deployment Procedure if necessary h. Regular update on the FRCS status, Stand Availability, Contingency Parking, Passenger Bus Availability and Weather Information (wind speed checks) in the AEC log i. Request TSI to untie all FGP crocodile at remote stands j. Request TSI to untie and reconnect all PCA hoses k. Arrange refueling for airside passenger buses l. Update CAF on Affected Flight Summary m. Remove all items blown by strong wind that are causing obstruction to aircraft or vehicle movements 	AD

	<ul style="list-style-type: none"> n. Standby AA pooled equipment at passenger apron for immediate deployment by the RHOs if necessary o. Consider the need to activate the typhoon baggage contingency procedure p. Update flight information through FIDS 	
4.0	ABD <ul style="list-style-type: none"> a. Weather alert dissemination by Baggage Hall PA system b. Ensure adequate manpower of the service contractors to meet the surge of aircraft movements after the typhoon c. Request ABRS team to operate additional facilities during recovery such as MS01, MS02, RTF, T1M and CTX d. Consider the need to activate the typhoon baggage contingency procedure e. Notify RHOs and contractor to prepare for resuming AABD operation in RTF and T1M 	ABD
5.0	ALD <ul style="list-style-type: none"> a. Weather alert dissemination to ALD franchisees by email and WhatsApp group b. Ensure adequate manpower of franchisees to meet the surge of aircraft movements after the typhoon 	ALD
6.0	LPAF <ul style="list-style-type: none"> a. Weather alert dissemination to LPAF franchisees b. Liaise with Franchisees to get prepared for services recovery c. Ensure franchisees to meet the surge of aircraft movements after the typhoon 	LPAF
7.0	TOD <ul style="list-style-type: none"> a. Restock / re-supply equipment and stocks for all PCT points b. Weather alert dissemination by AVMDS c. Update, in consultation with ADM, DMS, PA, website and mobile app d. Monitor the progress of activated contingency plans e. Hourly update on passenger counts at T1 & other passenger concourses f. Coordinate with AD to confirm the conditions of passenger steps before operation recovery and prepare umbrella for passenger steps without canopy if needed g. Stand down of Staff Resting Facility if activated 	TOD
8.0	LD <ul style="list-style-type: none"> a. Activate Ferry Rescheduling Control if required b. Update on Ferry/Bonded Bus service resumptions with FHA/BHA c. Liaise with bus companies on service resumption and explore the need for increased frequencies d. Update IAC and AEC on public transportation availabilities and post-typhoon resumption of routes and services e. Coordinate with relevant parties for possible extension of services beyond regular operating hours f. Monitor the progress of activated contingency plans g. Resume landside kerb's traffic arrangements h. Resume outdoor escalators at car park 1 when needed i. Update on landside transportation status table j. Inspect all roads network and landscape, deploy contractors to clear the road blockage when needed k. Ensure the readiness of the SkyPier Terminal premises, facilities and equipment before ferry/Bonded Bus services resume l. Disseminate information, in consultation with ADM, to public for resumption of ferry/Bonded Bus services via AA web-site and mobile app 	LD

	m. Confirm the cease of Contingency Airport Employee Shuttle (Airport <-> Tung Chung) if activated during typhoon period	
9.0	TSI <ul style="list-style-type: none">a. Detach the canvas net from the PCA hose basket upon request by ADb. Detach the typhoon tie down straps and restore the airbridges service upon request by ADc. Resume SkyPier Terminal Pontoons to normal mode (if switched to survival mode)d. Untie all FGP crocodile at remote stands for resumption of aircraft servicing upon request by AD	TSI / AD / LD
10.0	AOFP <ul style="list-style-type: none">a. Activate Staff Resting Facility stand down procedureb. Confirm the cessation of the facility and shuttle servicesc. Disseminate the facility information to airport staff	AOFP

End of BCP – H4