

Business Continuity Manual

Business Continuity Plan: A9 Aircraft Catering Services

		Signature	Revision	Effective Date
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A. Interruption of Food Supply due to Closure of the North Lantau Highway and Tuen Mun – Chek Lap Kok Link

1. The aircraft caterers usually keep at least one day's supply of fresh food items and two day's supply of other non-critical items at their warehouses.
2. If the interruption of food supply sustains for more than one day, simple meals will be produced by using available stocks and supplied to all airlines and classes.
3. If simple meals are not available, buy-in products will be used as substitution.
4. All changes in food menus are subject to approval of the customer airlines.
5. No Land Link Plan of BCM will be activated if the food supply is interrupted for a prolonged period.

B. Shortage of Labour

1. Shortage of labour could be caused by unavailable road transportation for staff in getting to and from work; or staff industrial actions.
2. In case of unavailable road transportation for staff, No Land Link Plan of BCM will be applied.
3. In case of strike, Industrial Action Planning of BCM will be applied.
4. Available staff would be requested to work overtime and casual workers would be employed.
6. If shortage of labour affects food production, simple meals or snack packs will be used as substitution.
7. All changes in food menus are subject to approval and coordinated by the involved aircraft caterer and its customer airlines.
8. If situation further deteriorates and the aircraft caterers' meal production has come to a halt, airlines could upload meals at the outports at their discretion / coordination.

C. Outbreak of Infectious Disease

1. Infectious Disease could affect the business of the aircraft caterers in two ways:
 - a. Staff contracted the disease
 - b. Food items are contaminated

2. If employees are contracted with the infectious disease, all the infected people will be kept away from work.
3. All the aircraft caterers have contingency plans in place to quarantine the infected staff immediately from work, as well as clean and disinfect the affected work areas.
4. Public Health & Pandemics of BCM will be applied.
5. If the outbreak has led to shortage of staff, aircraft caterers will coordinate its own internal manpower redeployment including options like available staff would be requested to work overtime and casual workers would be employed.
6. All the contaminated food will be destroyed.

D. Major System Breakdown

1. In the event of failure of major system(s), aircraft caterers have fallback procedures including manual operations for delivery of supplies and equipment, tray-setting, ware-washing, garbage dumping, etc.
2. Simple meals or buy-in menu will be used with the coordination and consent of the customer airlines.
3. Disposable airline equipment will be used in case of washing machine or other major system failure.
4. Extra staff will be assigned by the aircraft caterers to participate in the manual operation.
5. If the system failure persists, the aircraft caterer affected will seek assistance from the other two caterers.
6. If situation further deteriorates and the aircraft caterers' meal production has come to a halt, airlines could upload meals at the outports at their discretion / coordination.

E. Major Utility Failure

Power Outage:

1. In the event of power outage, the aircraft caterers will switch to back-up generators.
2. Back-up power supply to production area and essential machineries will be ensured.

3. If the power outage lasts for a prolonged period, extra staff will be assigned by the aircraft caterers to participate in manual operation.
4. Simple meals or buy-in products will be used as substitution.
5. All changes in food menus are subject to approval of the customer airlines.
6. If situation further deteriorates and the aircraft caterers' meal production has come to a halt, airlines could upload meals at the outports at their discretion / coordination.

Stoppage in Water Supply:

1. The aircraft caterers' water reserve kept in their respective water tanks can supply water for at least three hours.
2. If water stoppage lasts for a prolonged period, the aircraft caterers will request water supply by water trucks from the Water Services Department.

Suspension in Gas Supply :

1. The aircraft caterers will divert gas supply from external to in-house storage tanks, if available.
2. Electric cooking devices will be used to maintain production.

F. Blockage of Gatehouse 3A

1. Catering trucks operating on ramp do not have public road licences.
2. They enter airside via Gatehouse 3A ("GH3A") under the caterers' respective security programmes.
3. The emergency lane at GH3A is kept unoccupied in normal situation to facilitate through traffic to/from airside without blockage during emergency situations.
4. If there is incident occurred causing a complete blockage of GH3A, the catering trucks could use Gatehouse 3 ("GH3") to enter airside.
5. The caterers will seek support from AA, Transport Department and AVSECO for ad hoc arrangement to escort their catering trucks from their facilities to GH3 via the public road.
6. CAD & Customs will also be notified.

END OF BCP – A9