
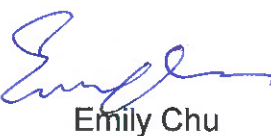



Business Continuity Manual

Business Continuity Plan: B2 Crowd Management

		Signature	Revision	Effective Date
Updated By	Assistant General Manager TOD	 Joanne Ma	35	May 2024
Reviewed By	Assistant General Manager BCP, SSBC	 Emily Chu		
Approved By	General Manager SSBC	 David Jea		

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A. T1 LANDSIDE CROWD MANAGEMENT

1.0 Purpose

1. The Landside Crowd Management Procedure stipulates the strategy and procedure in passenger handling during airport disruptions when massive number of affected passengers is observed in the landside area of Terminal 1 (T1) by the Airport Authority (AA) and relevant stakeholders to ensure a smooth operation.
2. The following T1 Landside Crowd Management procedures are extracted from the TOD source document "Terminal & Landside Procedures Manual No. TLPM/081 Landside Crowd Management Procedure".
3. The extracted material contained in this BCM will be updated as and when the source document is updated.

2.0 Scope

1. This Procedure focuses on the application of crowd management measures within T1 landside area during emergency by AA.
2. Other associated parties shall carry out their own procedure / operation manual as appropriate.

3.0 Background

1. Adverse weather can bring serious disruptions to the airport.
2. The passage of Typhoon Prapiroon from 03 to 05 August 2006 in Hong Kong had caused serious flight disruptions at the airport leading to 381 cancelled flights, 725 delayed flights and over 100,000 passengers stranded.
3. Continuous improvements and closer coordination amongst airlines, ground handling agents, Police, AVSECO, AA and other major stakeholders has resulted in these crowd management measures.
4. These measures, discussed with and agreed to by all involved stakeholders, are regularly drilled on an annual basis since 2007.
5. Following the unexpected implementation of typhoon signal no.9, known as "Typhoon Koinu" in October 2023, additional measures have been introduced to enhance crowd control management at the Transition Deck. These measures aim to handle the influx of arriving passengers in the absence of public transportation.

4.0 Roles and Responsibilities

4.1 Airport Authority

1. **Integrated Airport Centre (IAC)** - Airport Duty Manager (ADM) is responsible to :
 - a. Activate the Procedure when substantial number of affected passengers is anticipated / observed in T1 landside area as a result of flight irregularities / airport disruptions / adverse weather conditions.
 - b. Activate the Airport Emergency Centre (AEC), if necessary.

- c. Alert airlines / ground handling agents to prepare for their own activation of internal procedures as deemed necessary.
- d. Collate, streamline and approve requests from airlines / ground handling agents (GHAs) for crowd management assistance.
- e. Make discretionary decision in allocating airlines / GHAs to respective zone(s) of Contingent Passenger Handling area and/or Contingent Check-in area(s) in Transition Deck as deemed necessary.
- f. Oversee and manage the crowding situation in T1 landside area such as Check-in Hall, Transition Deck, M&G Hall etc.
- g. Working through the AEC, coordinate with AVSECO in meeting any additional manpower requirements from airlines / GHA's since it is anticipated that airlines / GHA's may have ad hoc manpower demands in addition to those already listed in their existing crowd management plans.
- h. Consult with GM-Terminal Operations Department on the necessity to activate the Passenger Care Team (PCT).
- i. Stand down the Procedure in due course when real time situation warrants.

2. **IAC-Terminal Operations Department (TOD)** - Terminal and Landside Duty Manager (TLDM) is responsible to :

- a. Alert ADM when substantial number of affected passengers is anticipated / observed in T1 landside area as a result of flight irregularities / airport disruptions / adverse weather conditions.
- b. Inform ADM and alert the following parties to activate respective handling procedure as appropriate :
 - i. Executive Director, Airport Operations
 - ii. Deputy Director, Airport Operations
 - iii. General Managers, TOD and LD
 - iv. Assistant General Managers, TOD and LD
 - v. Chief Corporate Affairs Officer, CAF
 - vi. Managers TOD-TOGF, LD-Landside Services and ABD
 - vii. Assistant General Managers, Retail & Advertising
 - viii. Immigration Department
 - ix. Customs and Excise Department
 - x. HK Police
 - xi. MTR
 - xii. St John Ambulance
 - xiii. FRTMO TSI
 - xiv. AVSECO Duty Manager
- c. If AEC is activated, assist ADM to alert the following organizations / units to send a representative to AEC to act as liaison :

- i. Airline Operators Committee (AOC) / Ground Handling Agents
- ii. Immigration Department
- iii. Customs and Excise Department
- iv. HK Police
- v. AVSECO
- vi. AA internal parties
- d. Process the form “Requisition for Contingent Passenger Handling Area at Transition Deck Terminal 1” (see **Attachment TLPM/081/01**) as appropriate upon receipt from airlines / ground handling agents
- e. Coordinate with airlines / ground handling agents, AVSECO on setup of crowd management facilities and subsequent emergency responses.
- f. Coordinate with airlines/ ground handling agents and arrange relevant parties to mobilize disruption ticketing machine and setup of ticket display panels upon receipt of request.
- g. Alert MTR (Airport Station Control Room) on the setup of crowd management facilities.
- h. Coordinate with MTR on:
 - i suspension of south or north link bridge at departure AEL platform as appropriate.
 - ii the needs to suspend lifts A6 and A27 at north and A4 and A26 at south of AEL Airport Station.
- i. Alert St. John Ambulance for manning of the First Aid Post when required.
- j. Liaise with airlines and AA-TSI on crowd management facilities at check-in aisle, up-ramps and Transition Deck as per Section 5.0.
- k. Arrange with AA-TSI to :
 - i suspend the operations of Level 8 Departure Kerb Lobby 1
 - ii suspend south escalators E12 and E13 (linking L5 Meeters and Greeters Hall and L6 Transition Deck), E14 and E15 (linking L5 Meeters and Greeters Hall and L7 Check-in Hall).
 - iii suspend north escalators E3 and E4 (linking L5 Meeters and Greeters Hall and L7 Check-in Hall), E5 and E6 (linking L5 Meeters and Greeters Hall and L6 Transition Deck).
 - iv suspend T1 Level 7 access from the south via lifts:
 - L30, linking L3 Cheong Tat Road, Levels 5 and 7.
 - L32 and L33, linking Levels 5, 6 and 7.
 - C5, C6 and C7, linking Level 3 Car Park 1, Levels 5 and 7.
 - v suspend T1 Level 7 access from the north via lifts:
 - L11, linking Level 3 Cheong Tat Road, Levels 5 and 7
 - vi suspend lift C3 (disable lift linking Level 3 Cheong Tat Road to L6 Transition Deck).

- vii deploy disruption ticketing machines and ticket display panels to the assigned locations as per Attachment **TLPM/081/11**.
- l. Assist the affected passengers with airport information and basic welfare (water, blankets).
- m. Arrange the PCT setup should the Team be called out.
- n. Arrange with cleaning contractor to ensure the in-terminal cleanliness.
- o. Arrange with the landside trolley contractor for timely replenishment/retrieval of trolleys at AEL departure platform, Check-in Hall and pre Departure Immigration Hall.
- p. Monitor real-time situation to ensure compliance with prescribed safety and service standards.

3. Technical Services Infrastructure Department (TSI) is responsible to :

- a. Assist to setup temporary serpentine at check-in aisle, up ramp and Transition Deck as per Section 5.0.
- b. Assist the PCT setup should the Team be called out.
- c. Assist the St. John Ambulance First Aid Post setup as per **Attachment TLPM/081/08**.
- d. Prepare the temporary signage as appropriate to facilitate passenger way-finding.

4. System Operations Control Centre (SOCC) is responsible to:

- a. Arrange ARINC Incorporated (ARINC) to set up 14 sets of CUTE equipment at the contingent check-in areas with a 3-hour response time as and when required.

4.2 Airlines / Ground Handling Agents

The Airlines / Ground Handling Agents are responsible to:

- a. Liaise with AA ADM to activate the procedure when substantial number of affected passengers is anticipated.
- b. Activate their own crowd management procedures and deploy resources accordingly.
- c. Submit the form "Requisition for Contingent Passenger Handling Area at Transition Deck Terminal 1" (see **Attachment TLPM/081/01**) to IAC-TOD to request for activation of crowd management measures and set up of disruption ticketing machine and associated ticket display panels
- d. Prepare setup and manpower ready for deployment as contingency.
- e. Liaise with AVSECO on the positioning and manning of the access/egress at designated serpentine as per existing airline / GHA crowd management plans.
- f. Request for additional / ad hoc manpower requirements will need to be

brought up at the AEC to ensure a balanced, resources re-allocation plan amongst all users.

- g. Deploy staff to assist passengers at designated serpentines with flight information.
- h. Prepare and display necessary signage at the appropriate locations to ease affected passengers' way-finding.
- i. Submit the form "Requisition for Contingent Passenger Handling Area at Transition Deck Terminal 1" (see **Attachment TLPM/081/01**) to IAC-TOD to request for stand down of crowd management measures.

4.3 AVSECO

The AVSECO Duty Manager is responsible to:

- a. Deploy staff to control and screen the access and egress of designated serpentines at check-in aisle, up-ramps and Transition Deck as requested by the respective airline / ground handling agent.
- b. Requests for additional / ad hoc manpower will need to be discussed with the ADM/AEC to ensure a balanced, resources re-allocation plan amongst all users.
- c. Only passengers of the affected airline will be allowed to join the queue.
- d. Manage the passenger flow within the respective serpentines at check-in aisle, up-ramps and Transition Deck.
- e. Manage the passenger flow with proper equipment / aids when affected passengers proceed from one designated serpentine to another at check-in aisle, up ramp or Transition Deck with due consideration to cross movement.

5.0 Crowd Management Setup Plan

When there is massive number of affected passengers at T1 landside area, the Procedure will be implemented at strategic locations primarily in the vicinity of Check-in Hall and Transition Deck areas with core airport operations to facilitate an orderly crowd management. Crowd management measures at other areas within T1 landside such as M&G Hall etc. should also be executed as and when necessary.

5.1 Crowd Management Setup Measures

The following designated areas in T1 landside will be utilized for crowd management:

- a) Location 1:

- Check-in aisles at L7 Departures Level Check-in Hall (see **Section 6.2.1**).
 - Passengers eligible to access the Location to be decided by airlines / ground handling agents.
- b) Location 2:
- Up-ramps to Check-in Hall at L7 Departures Level (see **Section 6.2.2**).
 - Passengers eligible to access the Location to be decided by airlines / ground handling agents.
- c) Locations 3, 4 and 5:
- Transition Deck (see **Section 6.2.3**)
 - Passengers eligible to access the Location to be decided by airlines / ground handling agents.
- d) Contingent Check-in Areas:
- The areas near Lobby 2 and Lobby 3 of L6 Transition Deck (see **Section 6.2.4**) act as contingent check-in areas.
 - Activated by AA as per request by affected airlines / ground handling agents.
 - TLDM or his/her delegate to call SOCC hotline (2182-0030) to arrange installation of 14 CUTE equipment when necessary.

5.2 Designated Locations in Terminal 1 Landside Area

1. Check-in Aisles

Check-in aisles to be cordoned off with serpentine setup and controlled access for ease of affected passengers' movement.

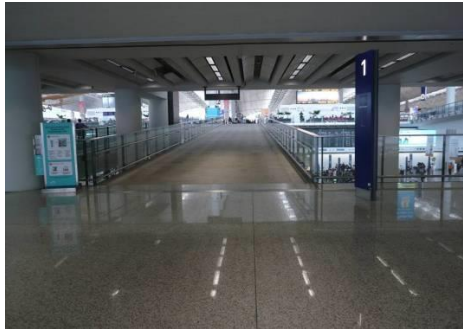


Location of Check-in Aisles at L7 Departures Level Check-in Hall

2. Up-ramps to Check-in Hall

The up-ramps linking L7 Departure Level and L6 Transition Deck to be partially cordoned off for:

- i additional queuing with controlled access,
- ii ease of affected passengers' movement,
- iii see **Attachment TLPM/081/02** for details.

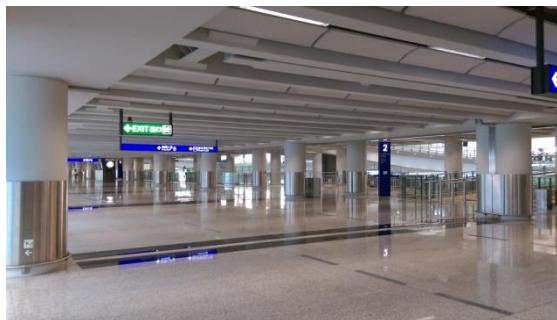


Location of Up-ramp Area L7 Departures Level and L6 Transition Deck

3. Transition Deck

The Transition Deck to be cordoned off for:

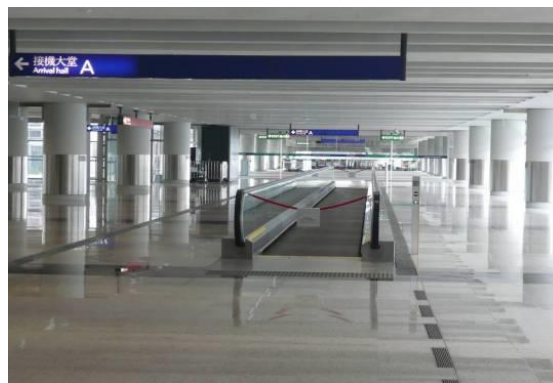
- a. Disruption (Departure flow)
 - Additional queuing with serpentine setup and controlled access,
 - Ease of affected passengers' movement,
 - See **Attachment TLPM/081/03, TLPM/081/04, TLPM/081/05** for details.
- b. Disruption (Arrival flow)
 - Additional waiting area with the setup of chairs and mobile charging stations,
 - See **Attachment TLPM/081/06** for details.



**Location of Transition Deck between L7 Departures Level and Arrival AEL Platform
– Zone 1 & 2 (Related to Aisles A to C)**



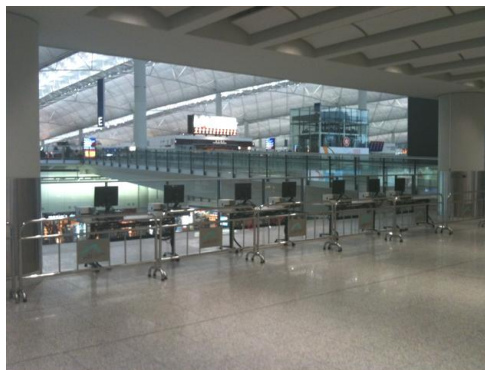
**Location of Transition Deck between L7 Departures Level and Arrivals AEL Platform
– Zone 3 (Related to Aisles D to G)**



**Location of Transition Deck between L7 Departures Level and Arrival AEL Platform
– Zone 4 (Related to Aisles H to L)**

4. Contingent Check-in Areas

The areas near Lobby 2 and Lobby 3 of L6 Transition Deck equipped with 7 sets of CUTE system respectively provide contingent check-in service except bag drop. See **Attachment TLPM/081/07** for details.



**Location of Contingent Check-in Areas
at L6 Transition Deck near Lobby 2 or Lobby 3**

5.3 Signage

Information signage will be placed at entrance of respective serpentine whereas directional signage will be placed at designated locations of the Transition Deck / Up-ramps as appropriate. The signage to ease wayfinding of stranded passengers will be displayed on pull-up banner. See **Attachment TLPM/081/09** and **Attachment TLPM/081/10** for details.

5.4 Disruption Ticketing System

The disruption ticketing system will be used to manage the passenger waiting and queuing process for better crowd control management. Passengers can check the processing status of the tickets from time to time at display panels at various locations inside the terminals or via mobile channels.

The disruption ticketing system will be set up upon eligible airlines/ ground handling agents' request of activation to TLDM/ IAC. See **Attachment TLPM/081/11** for details.

6.0 Attachments

- | | |
|-----------------|--|
| 1. TLPM/081/01 | Requisition for Contingent Passenger Handling Area at Transition Deck Terminal 1 |
| 2. TLPM/081/02 | Up-ramp to Check-in Hall Setup |
| 3. TLPM/081/03 | Transition Deck Setup – Zone 1 & 2 (Related to Aisles A to C) |
| 4. TLPM/081/04 | Transition Deck Setup – Zone 3 (Related to Aisles D to G) |
| 5. TLPM/081/05 | Transition Deck Setup – Zone 4 (Related to Aisles H to L) |
| 6. TLPM/081/06 | Arrival Passenger Waiting Area at Transition Deck |
| 7. TLPM/081/07 | Contingent Check-in Area |
| 8. TLPM/081/08 | St. John Ambulance First Aid Post at T1 Departures Hall |
| 9. TLPM/081/09 | Signage at Entrance of Respective Serpentine |
| 10. TLPM/081/10 | Location Plan of Signage |
| 11. TLPM/081/11 | Location of Disruption Ticketing Display Panels |
| 12. TLPM/081/12 | Landside Crowd Management Setup Reference Plans |

1. Attachment TLPM/081/01



Requisition for Contingent Passenger Handling Area at Transition Deck Terminal 1

To: AA, IAC - TOD

Fax: 2182 2075

Tel: 2181 8110

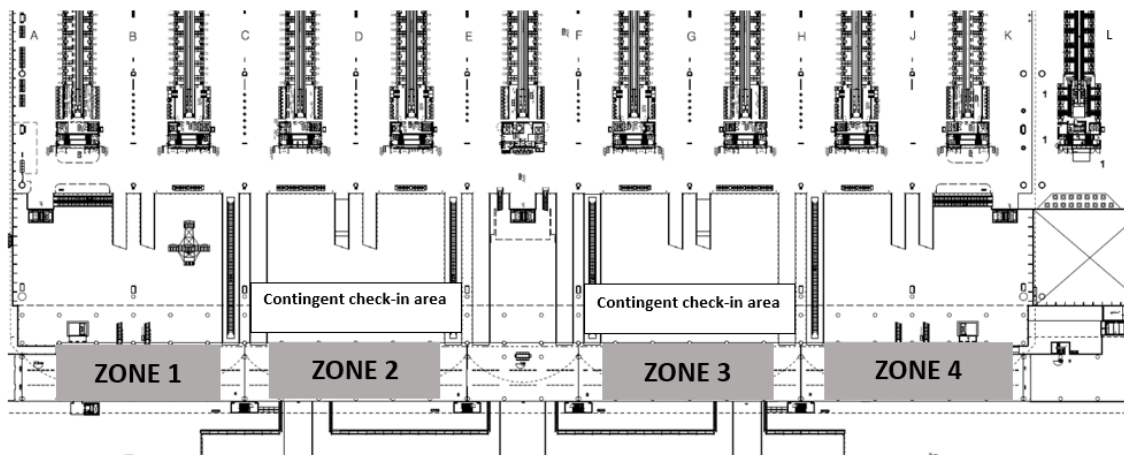
Part A: Requestor Details	
Company Name: _____	
Requestor Name: _____	Position: _____
Contact Tel No.: _____	Fax No.: _____
Signature: _____	
Part B: Area(s) / Service(s) Requisition	
1) <u>Contingent Passenger Handling Area at Transition Deck:</u>	
Zone 1 <input type="checkbox"/>	Zone 3 <input type="checkbox"/>
Zone 2 <input type="checkbox"/>	Zone 4 <input type="checkbox"/>
2) <u>Contingent Check-in Area(s):</u>	
Zone 2 <input type="checkbox"/>	CUTE equipment required: _____ set(s)
Zone 3 <input type="checkbox"/>	CUTE equipment required: _____ set(s)
<small>*A maximum 7 sets of CUTE equipment can be made available for each contingent check-in area</small>	
3) <u>Use of Disruption Ticketing System</u> <input type="checkbox"/>	
Activation Date: _____	Activation Time: _____
Part C: Reason(s) for Activation	
1) <u>Delay Flight Information</u>	
No. of Delayed flights: _____	No. of passengers affected: _____
2) <u>Others:</u>	
Part D: Approval by Airport Authority	
Approval by Airport Duty Manager, AA <small>Signature & Printed name</small>	Date & Time
Part E: Stand-down Requisition	
Requestor Name: _____	Position: _____
Stand-down Date & Time: _____	
Approval by Airport Duty Manager, AA <small>Signature & Printed name</small>	Date & Time

Version: March 2023



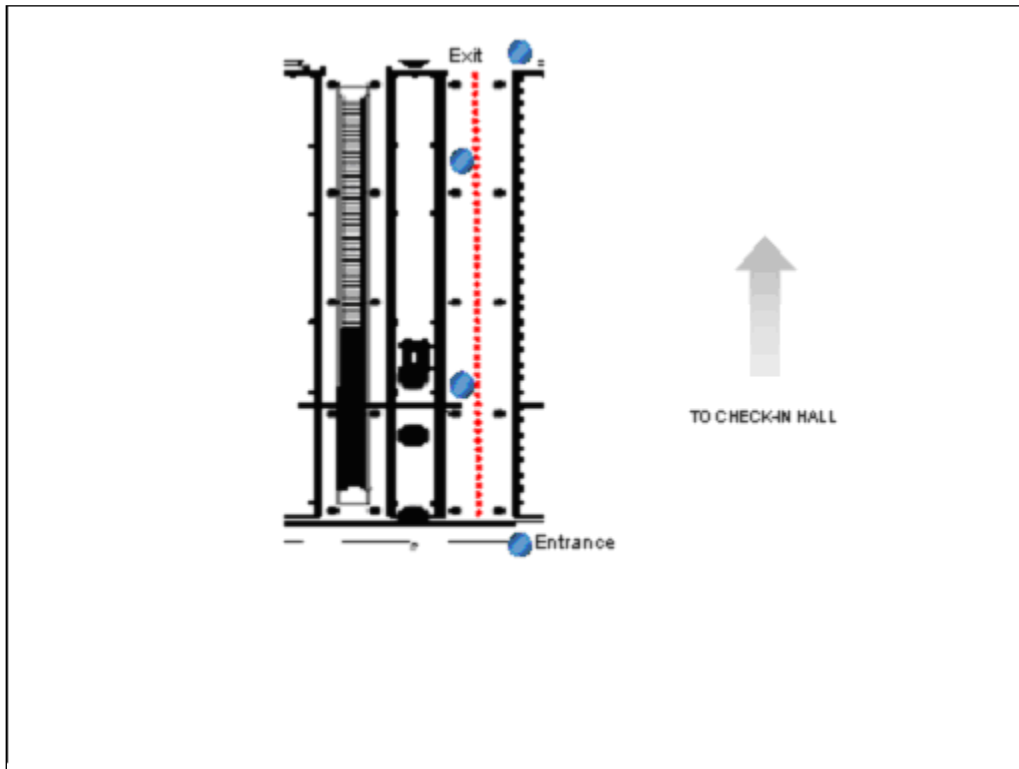
Requisition for Contingent Passenger Handling Area at Transition Deck Terminal

Layout of Transition Deck Terminal 1.



2. Attachment TLPM/081/02

Up-ramp to Check-in Hall Setup



Location

Up-ramp Area to L7 Check-in Aisles

Resources Required

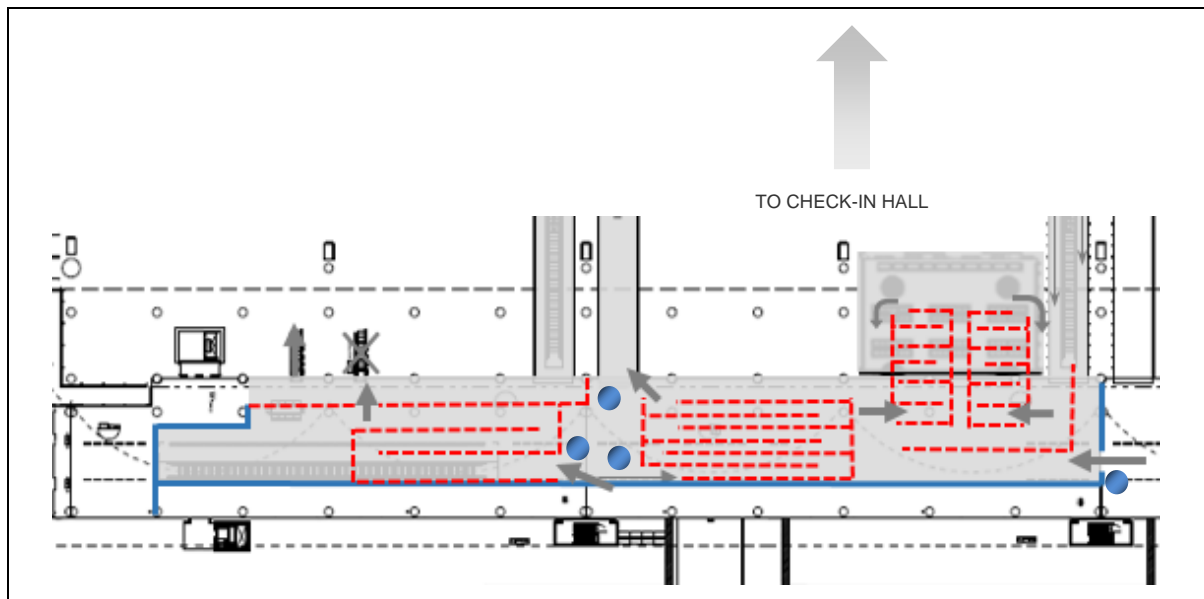
.....	Tensile barriers	Approximately 25 pcs
●	AVSECO staff	4

Holding Capacity

No. of queuing rows	1 (with minimum width of 1 metre)
Holding capacity of each row	45 trolleys for long row (each with 1.5 tiles of standing area)
Trolleys queue-able inside magazine	45 trolleys

3. Attachment TLPM/081/03

Transition Deck Setup – Zone 1 & 2 (Related to Aisle A-C)



Location

L6 Transition Deck (Aisle A-C)

Resources Required

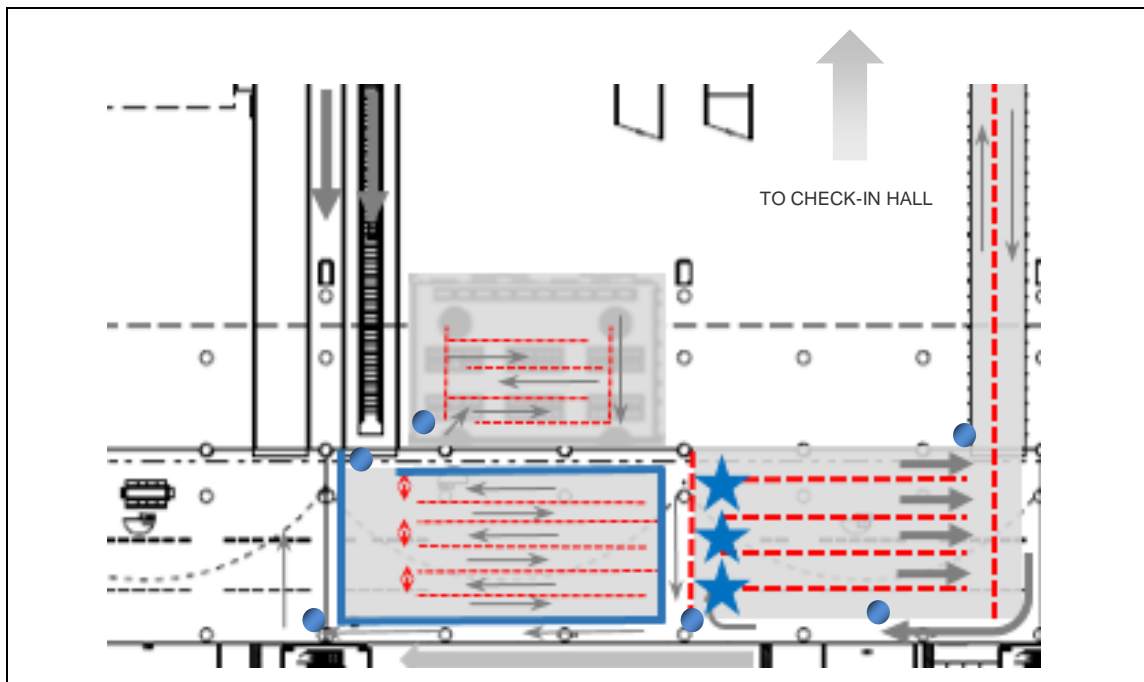
.....	Tensile barriers	Approximately 270 pcs
●	AVSECO staff	4

Holding Capacity

No. of queuing rows	5-6 (with minimum width of 1 metre)
Holding capacity of each row	20 trolleys for short row 30 trolleys for long row (each with 1.5 times of standing area)
Trolleys queue-able inside magazine	180 trolleys

Attachment TLPM/081/04

Transition Deck Setup – Zone 3 (Related to Aisles D to G)



Location

L6 Transition Deck (Aisles D to G)

Resources Required

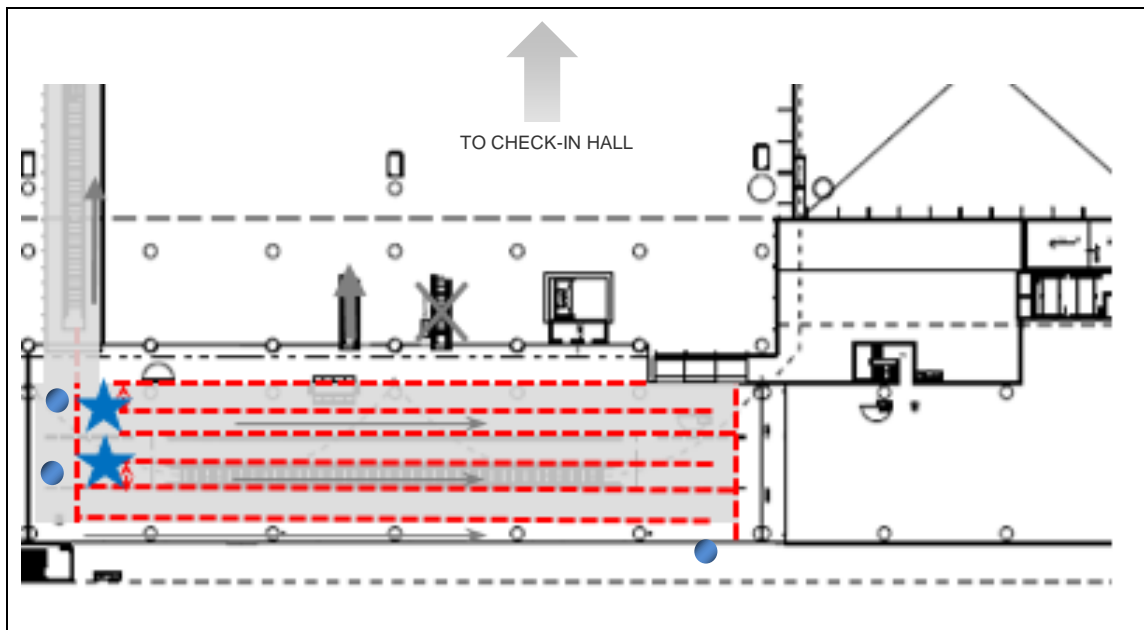
.....	Tensile barriers	Approximately 135pcs
●	AVSECO staff	6

Holding Capacity

No. of queuing rows	6 (with minimum width of 1 metre)
Holding capacity of each row	21 trolleys for each row (each with 1.5 tiles of standing area)
Trolleys queue-able inside magazine	126 trolleys

4. Attachment TLPM/081/05

Transition Deck Setup – Zone 4 (Related to Aisles H to L)



Location

L6 Transition Deck (Aisles H to L)

Resources Required

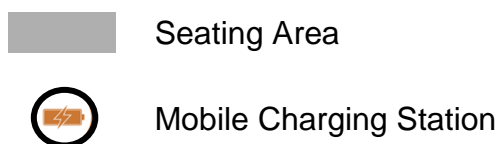
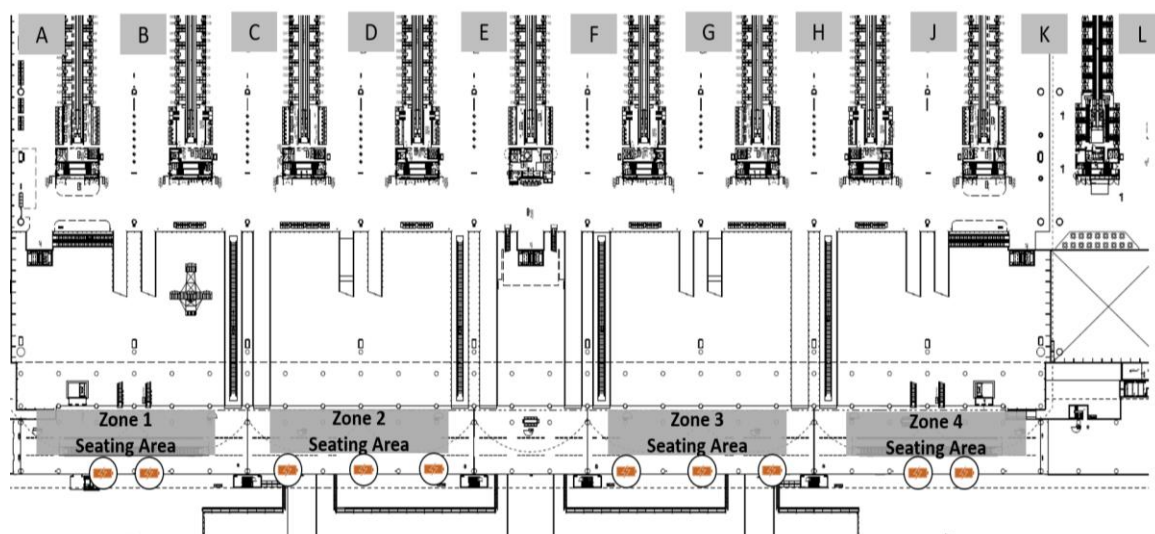
.....	Tensile barriers	Approximately 135pcs
●	AVSECO staff	3

Holding Capacity

No. of queuing rows	6 (with minimum width of 1 metre)
Holding capacity of each row	21 trolleys for each row (each with 1.5 tiles of standing area)
Trolleys queue-able inside magazine	126 trolleys

5. Attachment TLPM/081/06

Passenger Waiting Area For Arrival Passengers at Transition Deck



Location

L6 Transition Deck (Zone 1 to 4)

Resources Required

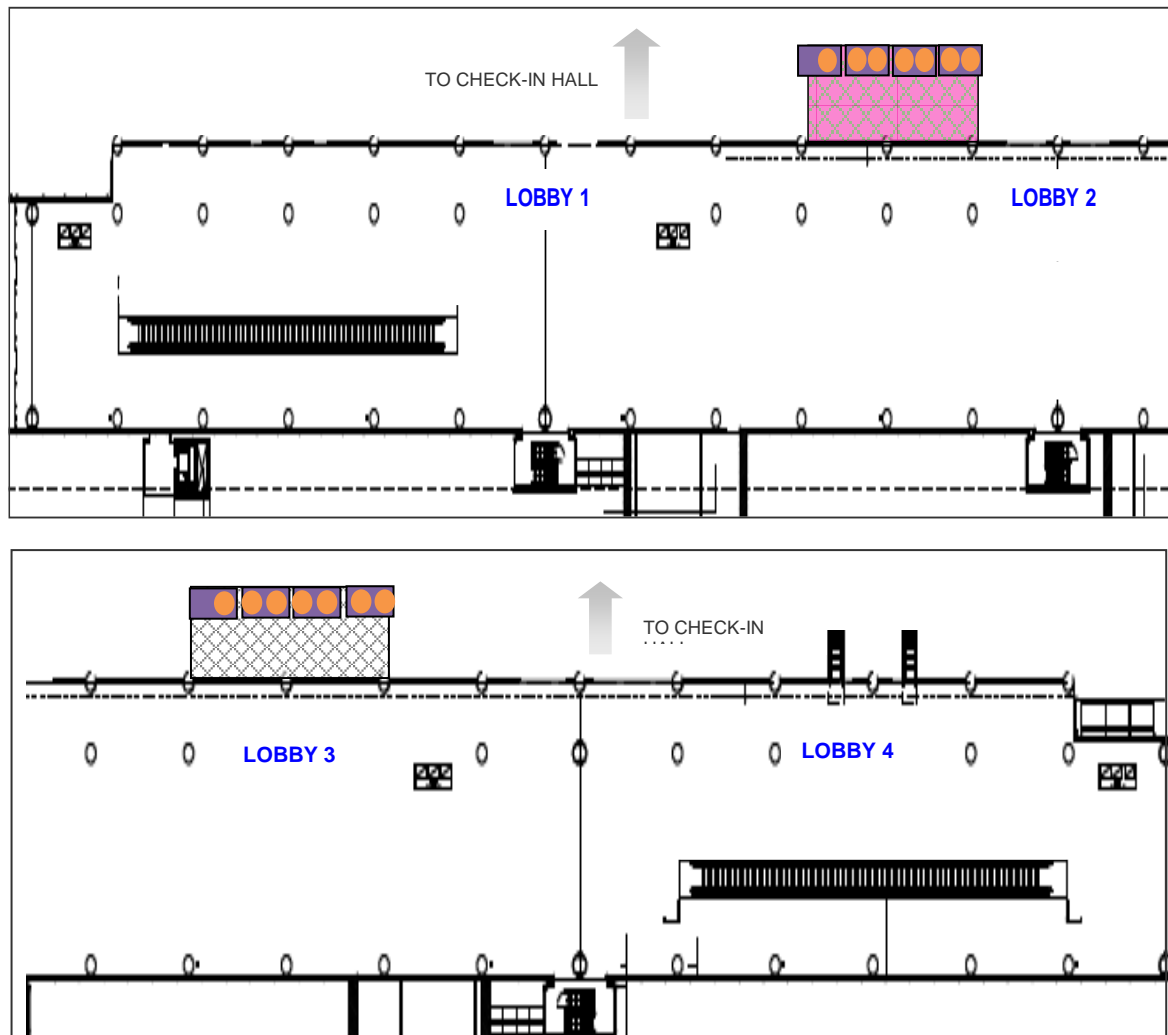
Chairs 500

Mobile Charging Station 10 (approximately 240 charging ports in total)

Holding Capacity: 125 passengers for each zone

6. Attachment TLPM/081/07

Contingent Check-in Area





 Contingent Check-in Area

Location

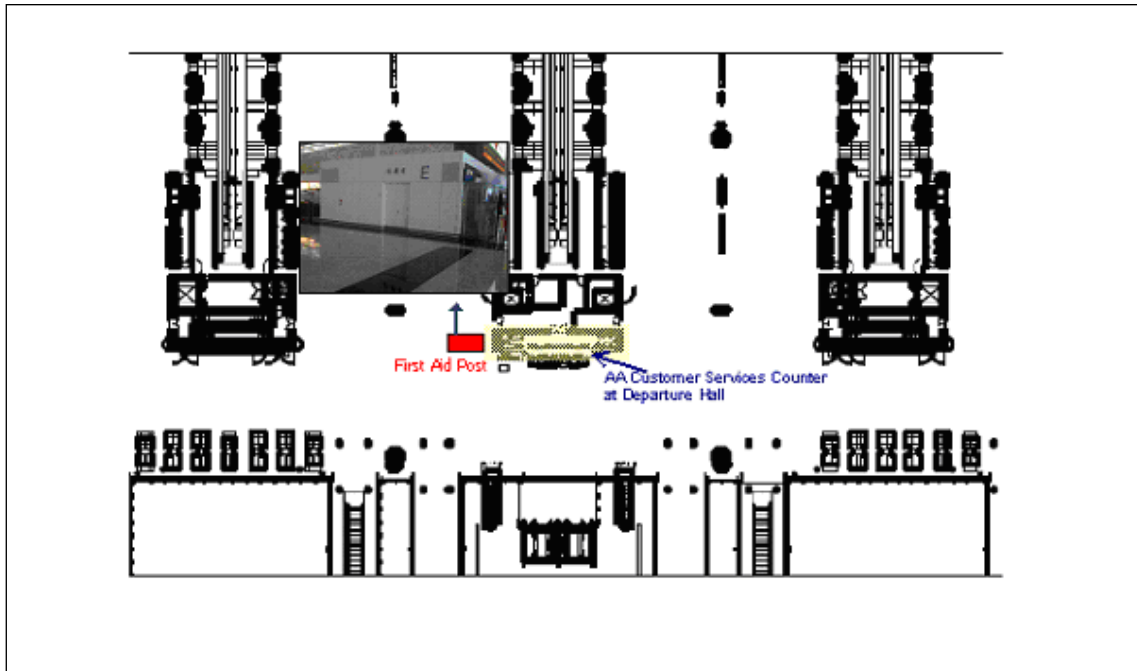
L6 Transition Deck

Resources Required

	Folding tables and chairs	8 / 14
	CUTE equipments	14

7. Attachment TLPM/081/08

St John Ambulance First Aid Post at T1 Departure Hall



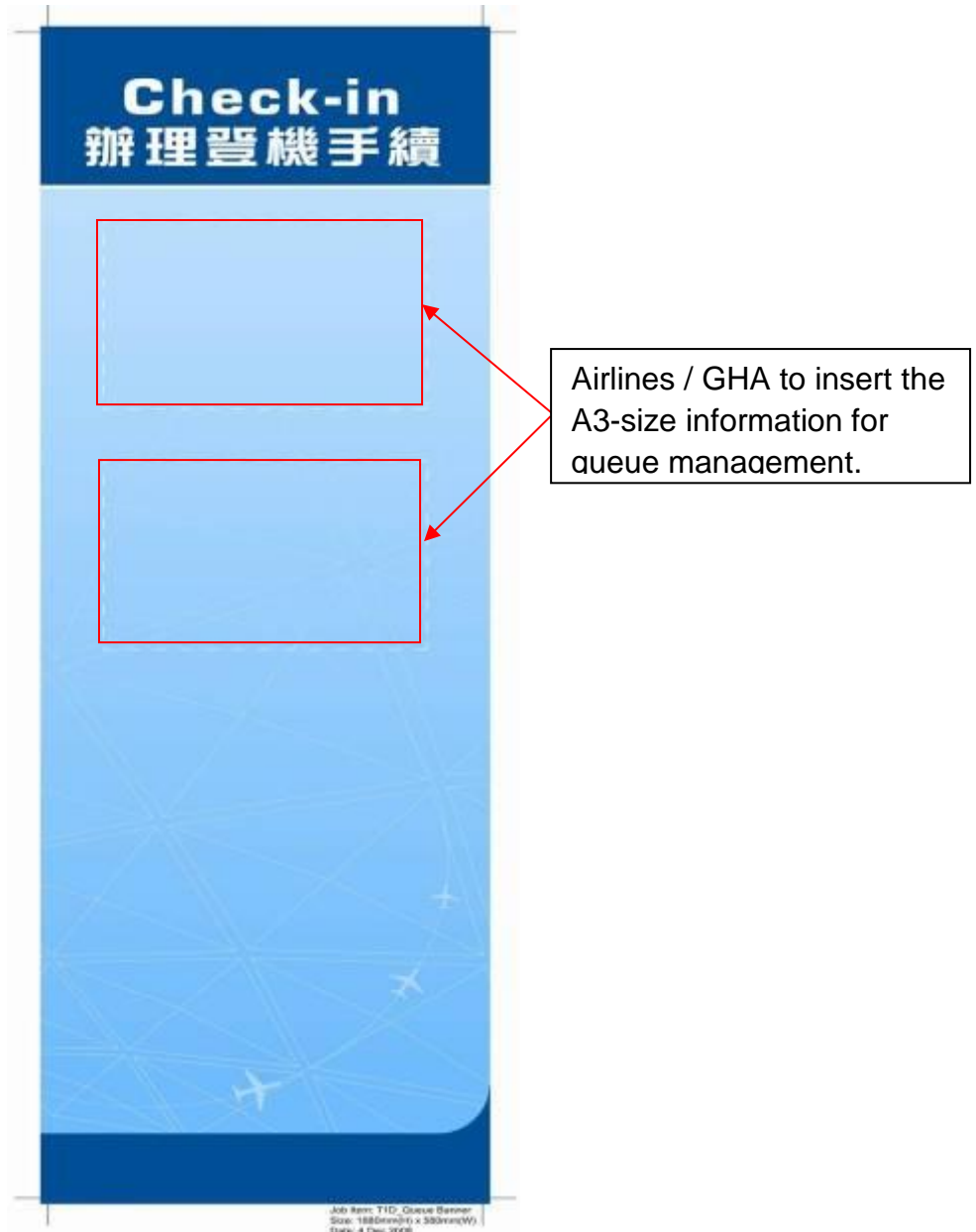
Setup equipment:

1. 4 chairs and 2 trestle tables
2. 3 Trunk Mobile Radios
3. 1 "First Aid Post" signage
4. 4 moveable curtains
5. 2 boxes of bottled water
6. 20 blankets

8. Attachment TLPM/081/09

Signage at Entrance of Respective Serpentine

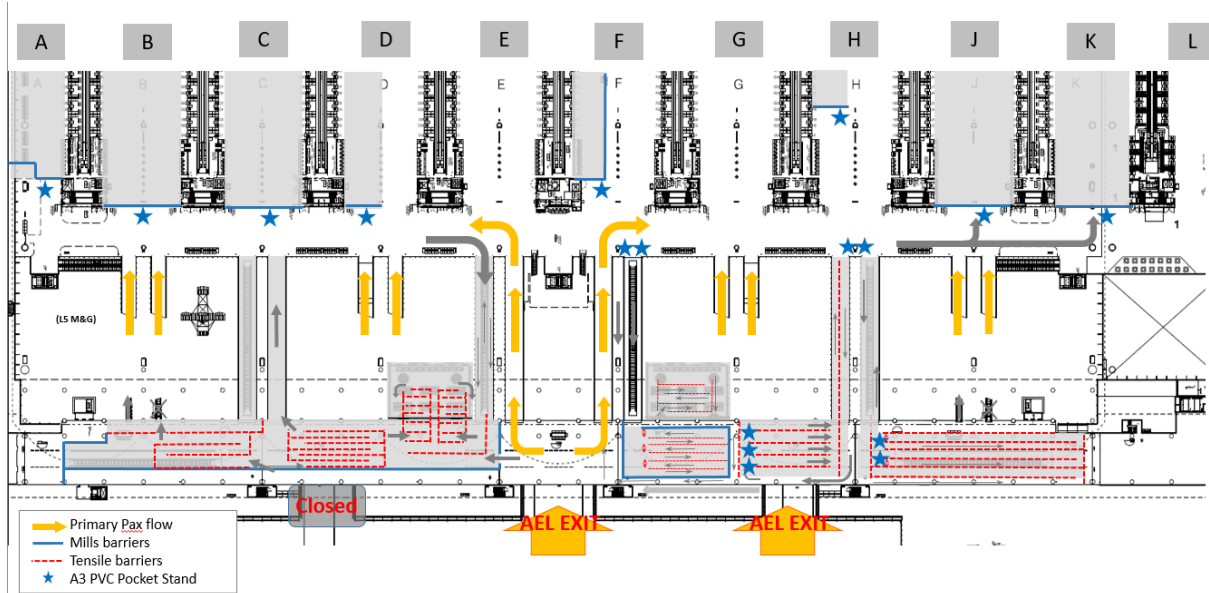
Note: signage to be displayed on pull-up banner



9. Attachment TLPM/081/10

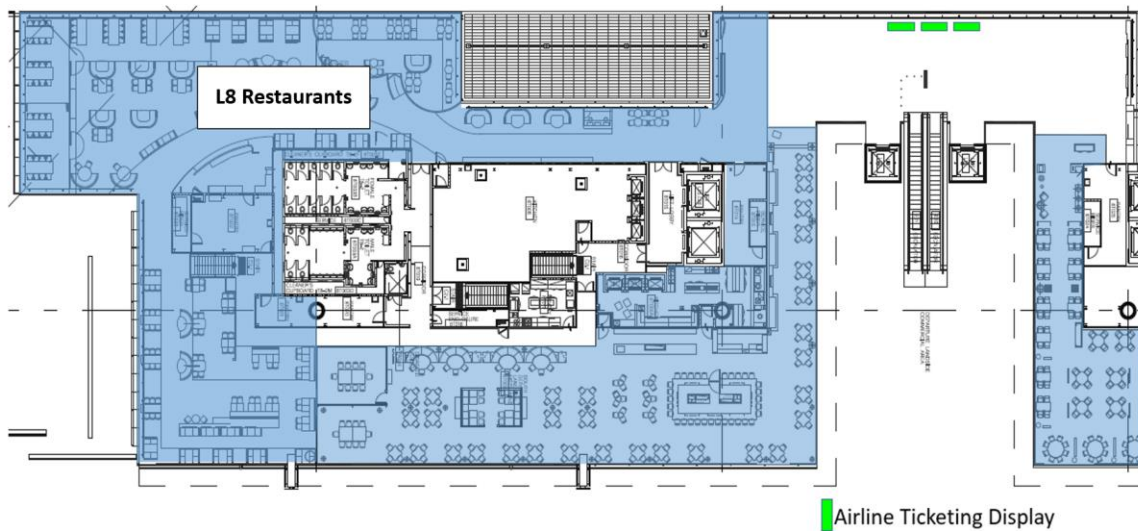
Location Plan of Signage

Note: signage to be displayed on pull-up banner



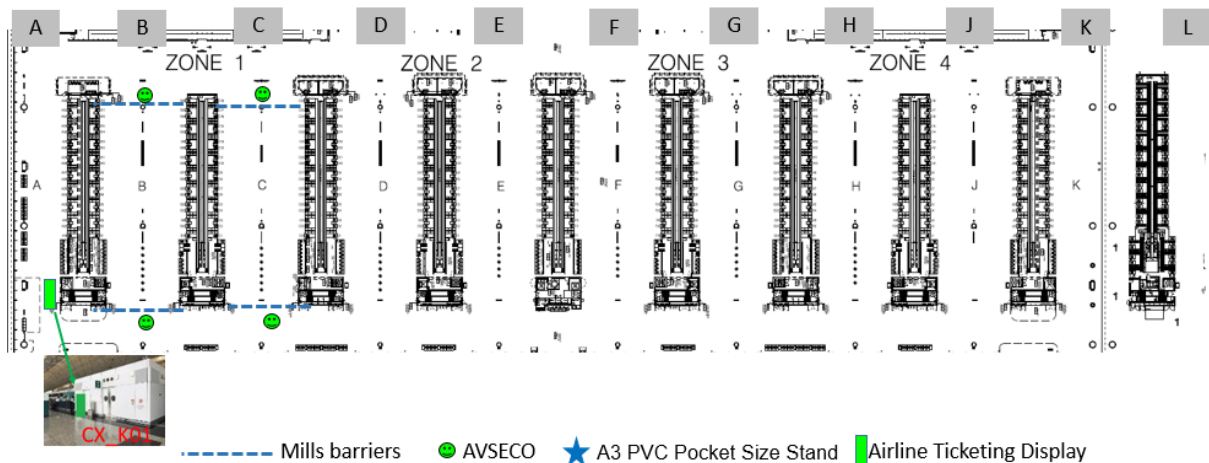
10. Attachment TLPM/081/11

Airport Disruption Ticketing Display Panel



Location

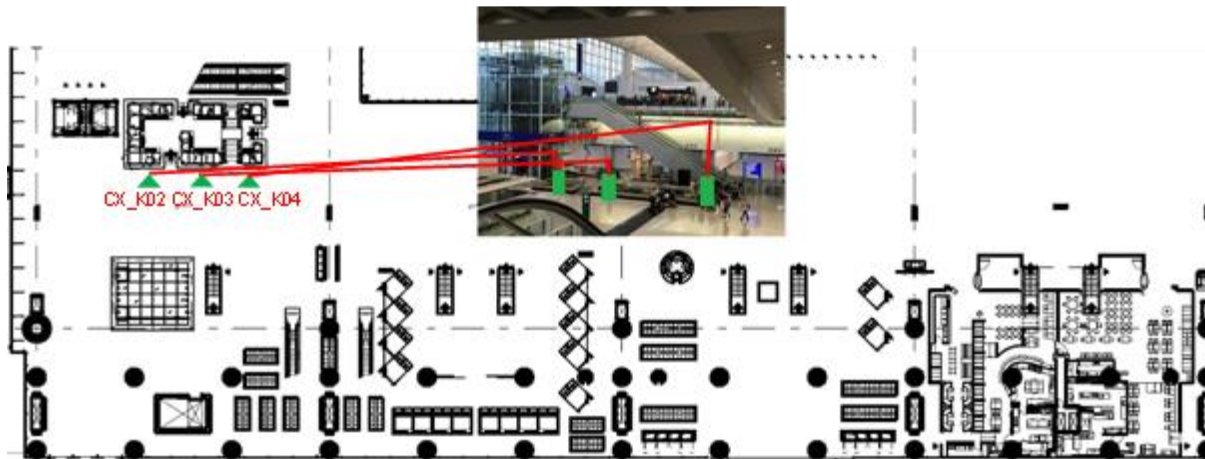
L8, opposite to Escalator E10, E11, Ticket Display Panels for UO and HX



Ticket Display Panel at Aisle A for CX

Location

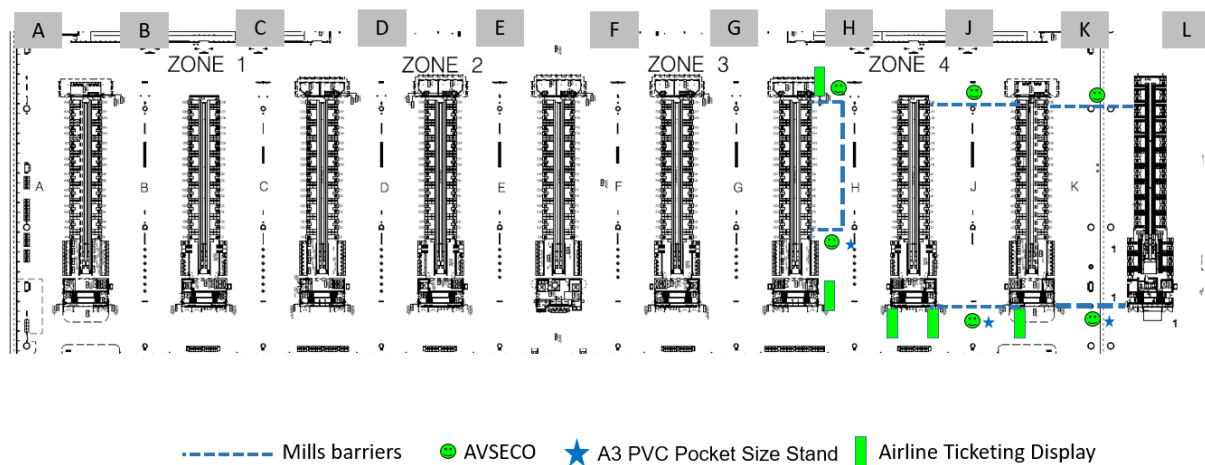
L7, check-in aisle A, B, C



▲ Ticketing Display – CX

Location

L7, check-in aisle A, M&G Hall B Ticket Display Panels for CX

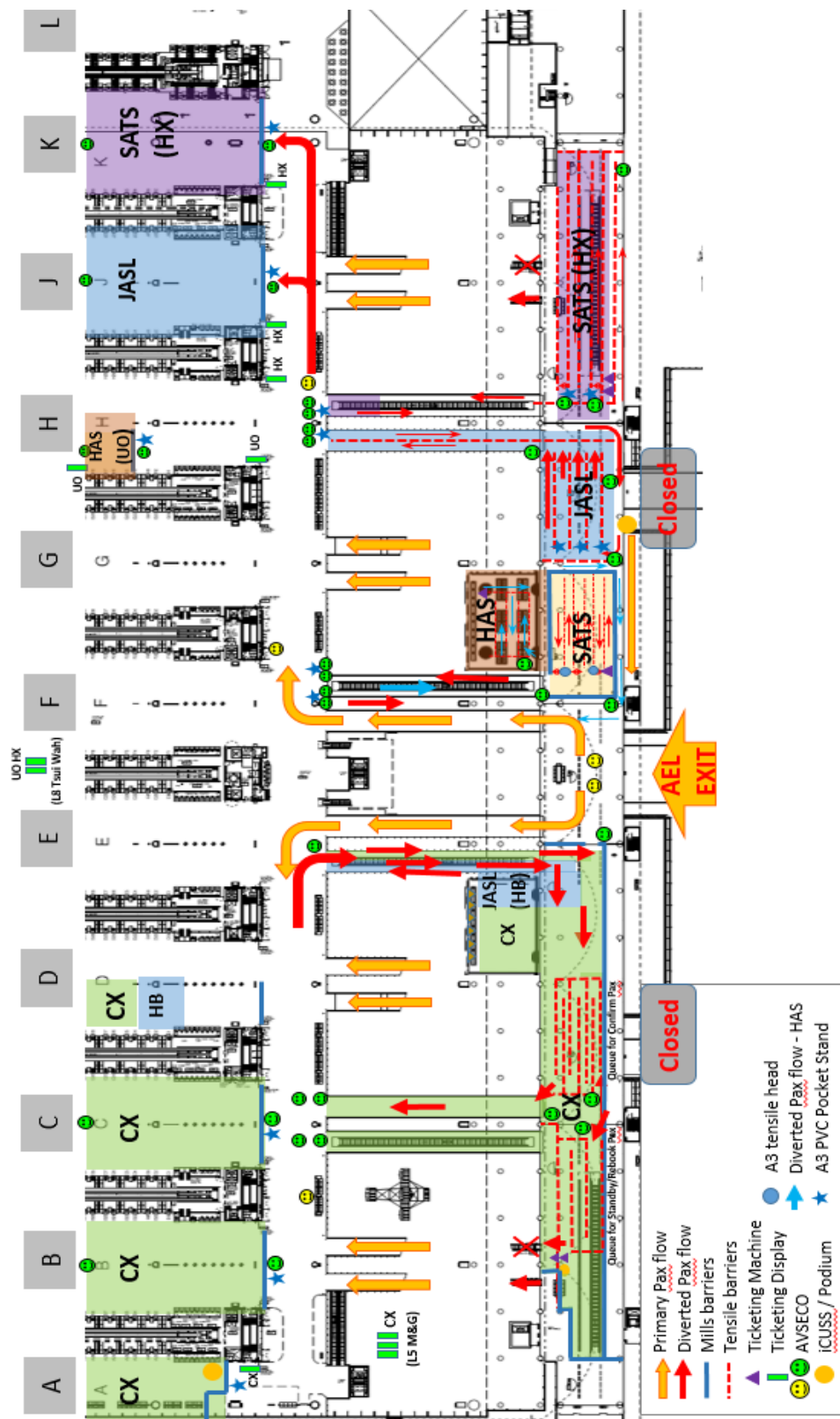


Location

L7, check-in aisle H,J and K for HX & UO

11. Attachment TLPM/081/12

Landside Crowd Management Setup Reference Plans



Remarks: Actual set-up and assigned area are subject to real-time operation.

B. T1 and T1M AIRSIDE CROWD MANAGEMENT

1. Purpose

- 1.1. The Airside Crowd Management Plan (The Plan) outlines the strategy and procedures employed for the airlines and the Airport Authority to deal effectively with crowd accumulation at the airside.
- 1.2. The thorough comprehension and effective execution of The Plan among all the related parties shall mitigate the impact and length of the contingency and hence ensuring the operation smoothness of the airport.
- 1.3. The following Airside Crowd Management procedures are extracted from the TOD source document "Terminal & Landside Procedure Manual No. TLPM/073 Airside Crowd Management Plan".
- 1.4. The extracted material contained in this BCM will be updated as and when the source document is updated.

2. Scope

- 2.1. The Plan outlines the crowd management strategy and defines the responsibility of related parties.
- 2.2. It also lays out guidelines and procedures for execution during crowd management at airside.
- 2.3. Using the Plan as the reference, all related parties should devise their own plan and detailed procedures with respect to their own operational requirements and resource availability.
- 2.4. The Plan could be activated and applied on either one or more airlines and/or their handling agents with regard to the extent of the impact.
- 2.5. Crowd management can be activated in one or more of the following areas :
 - 2.5.1. T1 & T1M L5 Transfer Areas
 - 2.5.2. T1 & T1M L6 Airline Service Desk
 - 2.5.3. T1 & T1M L6 Designated Zones

3. Background

- 3.1. During crisis such as typhoon, rainstorm and thunderstorm, failure of critical systems, serious flight delays, accidents, etc., flight operations at the airport may be seriously affected and a large number of passengers will be stranded at the airside of the terminal.
- 3.2. To address the issue, a working group consists of the Airport Authority, Handling Agents, Airlines, Services Contractors and AVSECO has been established to formulate and test a crowd management plan to effectively manage massive crowd accumulation at the airside, thus mitigating impact to the airport operations.
- 3.3. A series of meetings had been held to derive a blueprint of The Plan, which had been subsequently put to test in a drill involving all the related parties.

4. Roles and Responsibilities

4.1. Airport Authority

4.1.1. Airport Duty Manager

- a. The Airport Duty Manager (ADM) will activate The Plan when, at his/her discretion, a massive number of passengers have been stranded because of flight irregularity among one or a number of airlines.
- b. Upon activation of The Plan, the ADM will continue to oversee and react to the crowd management situation at L5 and designated passenger holding areas at L6.
- c. The Terminal Operations Department (TOD) - Terminal and Landside Duty Manager (TLDM) – responsible for the implementation of the alerting procedures and subsequent coordination of contingency responses

4.1.2. IAC – TOD Counter Allocation Unit

- a. The IAC - TOD (Counter Allocation Unit) is responsible for consolidating the “Designated Zone Request Form” faxed in by the airlines and/or their handling agents.
- b. It will check the availability of the Designated Zone and advise IAC- SOCC for updating the FIDS.

4.1.3. IAC – SOCC

- a. The IAC – SOCC is responsible for implementation of the FIDS contingency procedure.
- b. It facilitates airline with basic, way finding and flight suppression on FIDS display at L5 and L6 of T1, T1S & T1M and update the Designated Zone information onto FIDS upon request from IAC – TOD. SOCC will provide password to affected airlines via IAC – TOD when required for accessing WIDS at related Designated Zone(s).

- 4.1.4. The ACC is responsible to liaise with IAC – TOD and airlines/ ground handling agents to coordinate stands allocation for the affected airlines to stands nearest to the designated zones whenever possible.

4.2. Airline / Ground Handling Agent

- 4.2.1. The Airlines / Ground Handling Agents are responsible for setting up their own crowd management procedures in accordance with the principles and guidelines of The Plan.
- 4.2.2. They should make preparation accordingly to get equipment, stationery and manpower ready for deployment in a contingency.
- 4.2.3. In addition to executing their own crowd management procedures, they are required to perform according to The Plan, which has stipulated their responsibilities as :

- 4.2.4. Handling their passengers within their Transfer Areas and Designated Zones.
- 4.2.5. Communicate and co-operate closely with the AA according to The Plan.
- 4.2.6. Get ready and deploy all the necessary resources, such as manpower, equipment and stationery.

4.3. AVSECO

- 4.3.1. AVSECO is responsible for managing the access control to the cordon-off area at the Transfer Counter Areas of T1 and T1M upon the request from IAC – TOD – TLDM.

5. Airside Crowd Management Plan

5.1. Strategy

- 5.1.1. When there is a massive number of a passenger stranded at the airside, the crowd management plan will be implemented.
- 5.1.2. Transfer Areas will be cordoned and access to which will be guarded for ease of passenger processing and flow management within the areas.
- 5.1.3. Passengers at the airside will be directed orderly from L5 to L6 through the transit channels because there is more facilities, space and passenger welfare facilities at L6.
- 5.1.4. Different Designated Zones for different airlines and ground handling agents will be pre-assigned.
- 5.1.5. Allocation of the designated zones will be carried out on-site with reference to the actual usage of gate seating area during the time of allocation.
- 5.1.6. The airlines and the ground handling agents will take care and manage their passengers in their respective Designated Zones.
- 5.1.7. AA will oversee the overall crowd situation and co-ordinate with airlines to keep the passengers in orderly manner and to dissolve the crowd as soon as possible.

5.2. Activation and Alert

- 5.2.1. When the ADM / IAC – TOD TLDM consider the crowd situation at the airside is too massive and requires special handling, he/she will activate the Plan.
- 5.2.2. Airlines and/or their handling agents can also request to activate the Plan but it will be subject to the final discretion of ADM / IAC – TOD TLDM.
- 5.2.3. Upon activation, IAC – TOD TLDM shall alert the following parties :
- 5.2.4. Terminal Operations Department – Assistant General Managers, Managers (TOGF).

- 5.2.5. Hong Kong Airport Police.
- 5.2.6. AVSECO Duty Manager.
- 5.2.7. AOC / affected airlines or their GHA's.
- 5.2.8. IAC – SOCC.
- 5.2.9. IAC – ACC.

5.3. L5 Transfer Area

ADM / IAC – TOD TLDM will work with relevant parties within AA to:

- 5.3.1. Cordon off one or more of the Transfer Counter Area(s), of the affected airlines at L5 of T1 and T1M.
- 5.3.2. AVSECO will be assigned to screen and control access to the cordoned area at L5.
- 5.3.3. Only passengers of the affected airlines in the cordoned area(s) will be allowed access.
- 5.3.4. Upon receiving “Designated Zone Request Form” from the affected airlines, gates at L6 will be assigned to the requested Designated Zones and affected flights reported by the airlines will be associated with the respective zones.
- 5.3.5. Appropriate amount of Transit Advice Card will be given to the affected airlines and/or their handling agents.

Affected airlines and / or their GHA's handling agents:

- 5.3.6. The airlines and/or their handling agents with massive stranded passengers, i.e. the affected airlines, shall co-operate and communicate closely with the AA to implement the Plan.
- 5.3.7. Unless otherwise stated, the airlines' or the handling agents' Duty Manager will be the contact point.
- 5.3.8. The affected airlines should :
 - a. Assess the stranded passengers' situation at L5 timely and, when deemed necessary, request to set up the Designated Zone at L6 for passenger handling by duly completing the “Designated Zone Request Form”.
 - b. The “Designated Zone Request Form” should be faxed to Counter Allocation Unit (fax = 2182-2061, phone = 2182-2019).
 - c. Activate its own crowd management plan and/or control centre and inform the AA of their contact point.
 - d. To minimize effect on the overall airport operations, the airlines should put in place a plan as soon as possible with particular regard to affected flights minimization, passenger protection and handling procedures as well as welfare for different types of affected passengers.
 - e. Deploy sufficient manpower at the Transfer Counter Area

to process passengers and, if necessary, distribute the Transit Advice Card for diverting the stranded passengers to their respective Designated Zones in L6.

- f. Deploy manpower at appropriate locations i.e. Airline Services Desks at T1, T1M and/or those focal point to advice and guide passengers to the Designated Zones in L6.
- g. Prepare and display necessary signage(s) at the Transfer Counter Area, Airline Service Desks to facilitate passenger way-finding.

5.4. Designated Zones for Passenger Handling

5.4.1. Actions to be taken by AA :

- a. Designated Zones for different airline groups have been pre-planned as a blueprint for expediting actual allocation upon activation of the Plan.
- b. On receiving “Designated Zone Request Form” from the airlines, gates seating areas at L6 will be assigned to form different Designated Zones with respect to both the pre-planned allocation and the real time gate utilisation situation at that moment.
- c. Inform individual airlines if their Designated Zones are different from the applied ones due to the real time situation.
- d. The actual Designated Zone assignment will be entered into the “Designated Zone Request Form” and returned to the applying airlines and/or their handling agents.
- e. FIDS will be updated accordingly.

5.4.2. Actions to be taken by affected airlines and / or their handling agents :

- a. Erect sufficient signage(s) to ensure passengers from all the possible directions accessing the Designated Zones can be properly directed.
- b. Set up service desk and put in place all the necessary stationeries at the Designated Zone for passenger handling.

5.5. L6 and Designated Zones

5.5.1. Actions taken by AA :

- a. Update the FIDS according to the updated “Designated Zone Request Form” submitted to facilitate the way finding.
- b. IAC – TOD to obtain password from SOCC and distribute to affected airlines at Designated Zone(s) to access WIDS to view flight information when required.

- 5.5.2. Actions taken by affected airlines and / or their handling agents :
- a. Arrange for and provide appropriate passenger welfare.
 - b. Deploy sufficient manpower for passenger handling within the Designated Zones and at strategic locations including Airline Service Desk for guiding passengers.
 - c. Provide update to the AA on the number of stranded passengers and flight irregularities situation by hourly submission of the “Designation Zone Request Form”.
 - d. Obtain password from AA to access WIDS (Appendix 7) to view flight information if required.

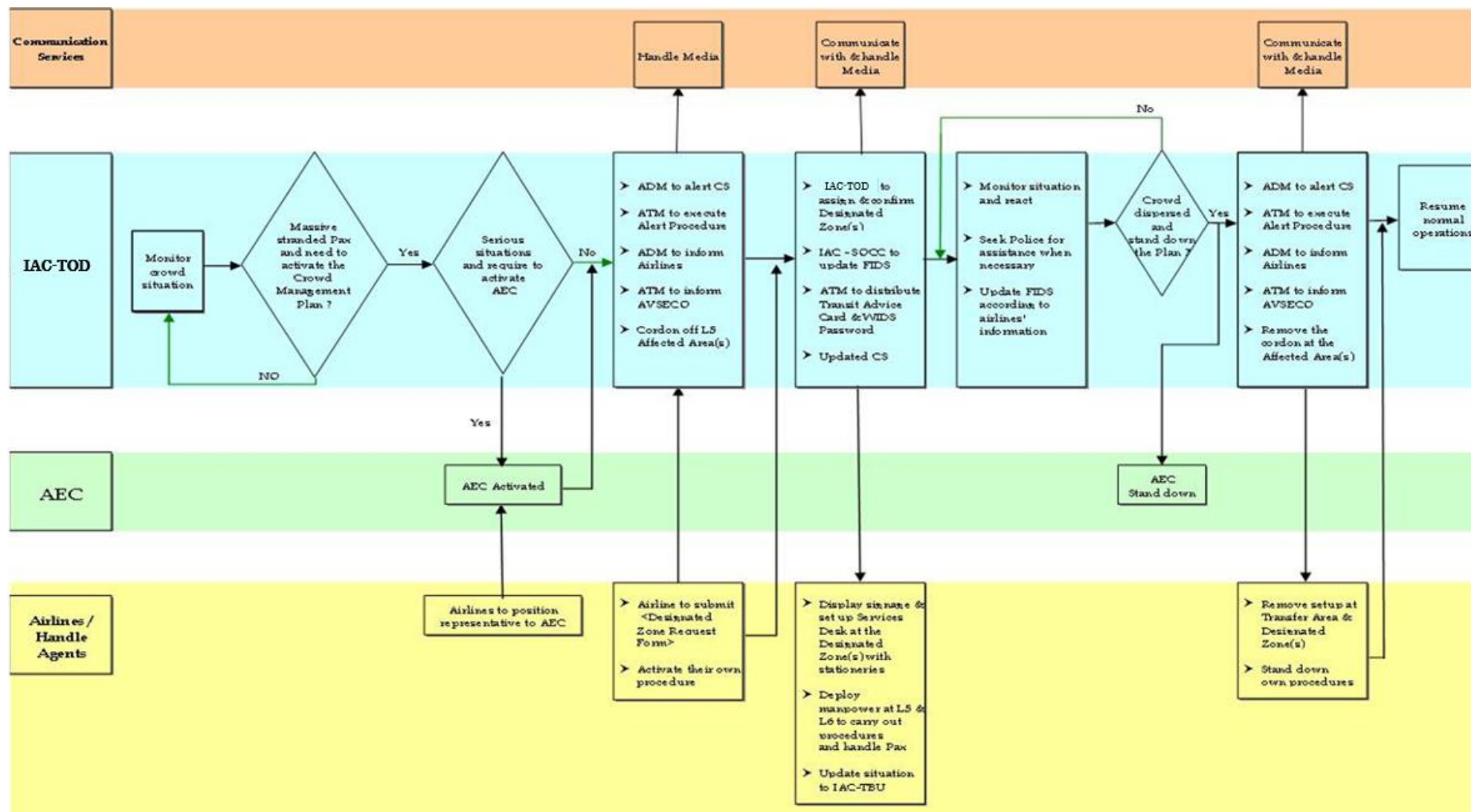
5.6. Stand Down and General Coordination

- 5.6.1. Actions taken by AA :
- a. The Plan will stand down, either partially or wholly when the crowd has been dispersed and when the ADM / IAC – TOD TLDM considers the situation fit for the stand-down.
 - b. Notice will be given to the affected airlines and/or handling agents by fax and/or email.
 - c. Cordon at the Transfer Area will be removed.
 - d. In general, the AA will liaise with the Hong Kong Police to implement necessary measures to ensure order during the crowd management.
- 5.6.2. Actions taken by affected airlines and / or their handling agents :
- a. When the airlines and/or their handling agents intend to stand down the crowd management procedure, the “Designated Zone Request Form” should be duly completed and submitted to the IAC – TOD.
 - b. Upon receiving approval to stand down the procedure, remove all the signage, stationery, service desk and all the other setup at the corresponding Designated Zones.

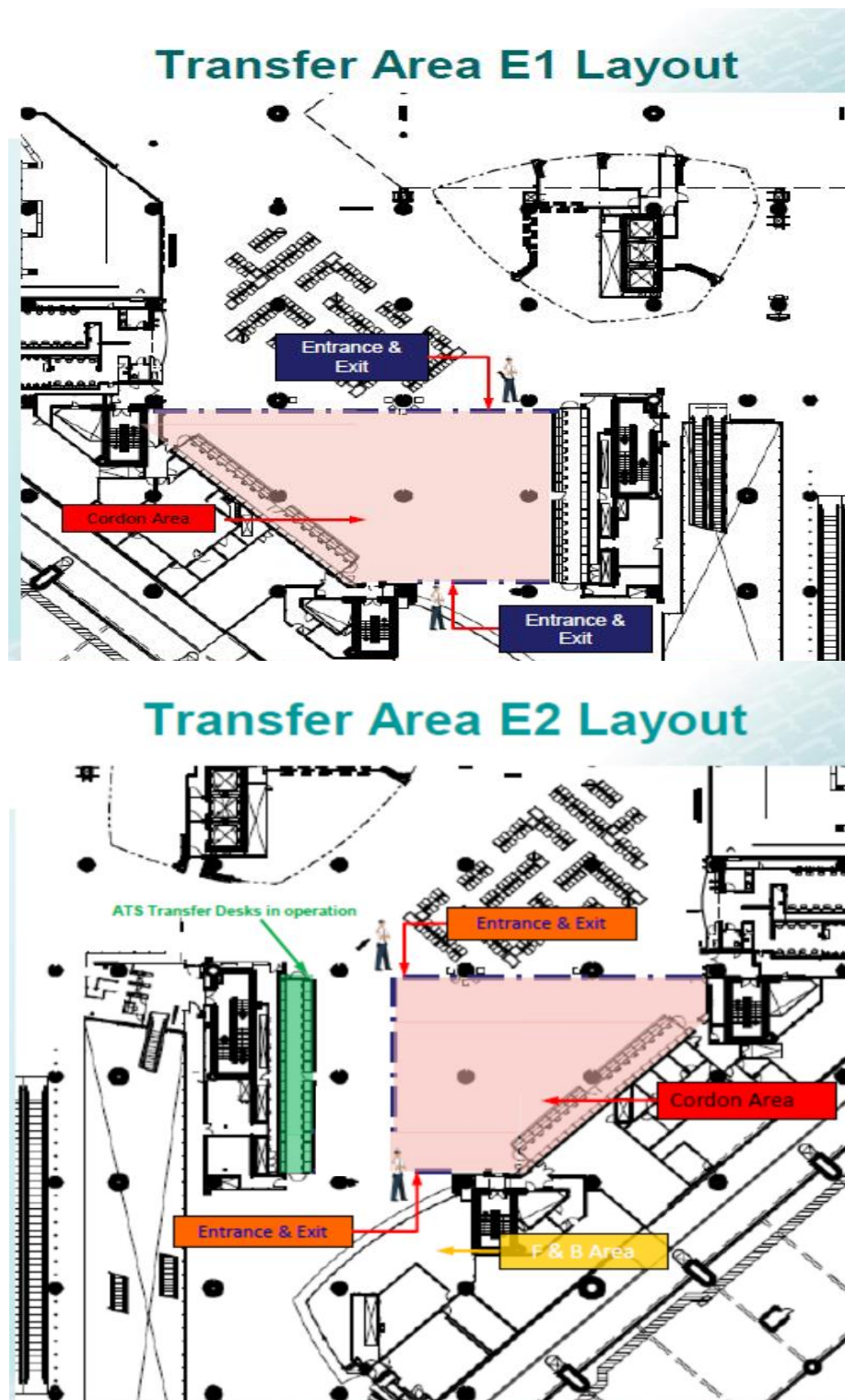
6.0 Glossary

AA	Airport Authority
ACC	Apron Control Centre
ADM	Airport Duty Manager
AEC	Airport Emergency Centre
ASD	Airline Services Desk
AVSECO	Aviation Security Company Limited
FIDS	Flight Information Display System
IAC	Integrated Airport Centre
LD	Landside Department
PA	Public Address System
T1	Terminal 1
T1M	T1 Midfield Concourse
TOD	Terminal Operations Department
TLDM	Terminal and Landside Duty Manager
SOCC	System Operations Control Centre
WIDS	Web Information Display System

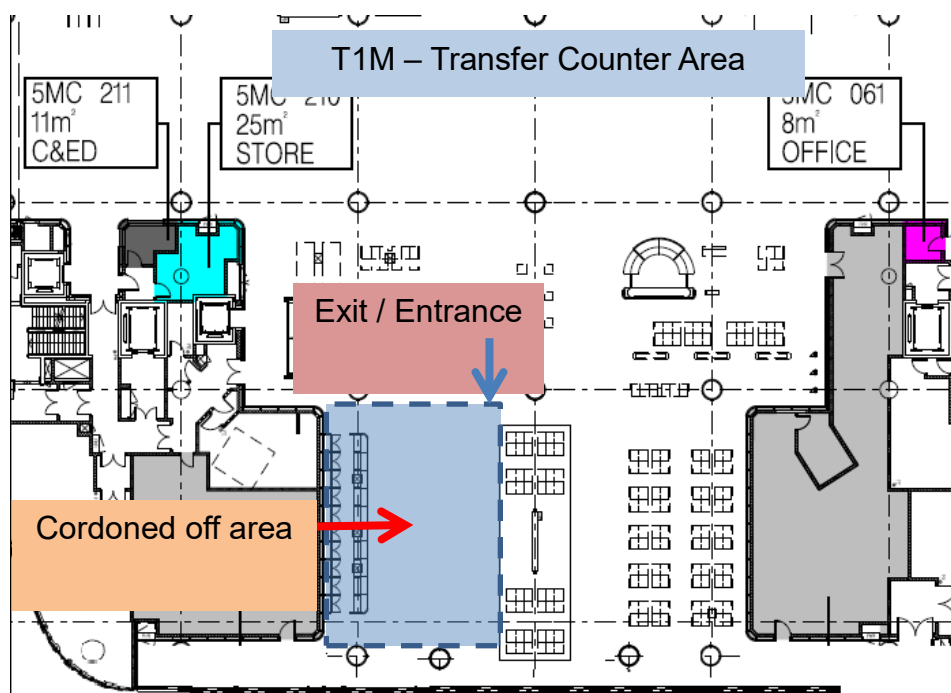
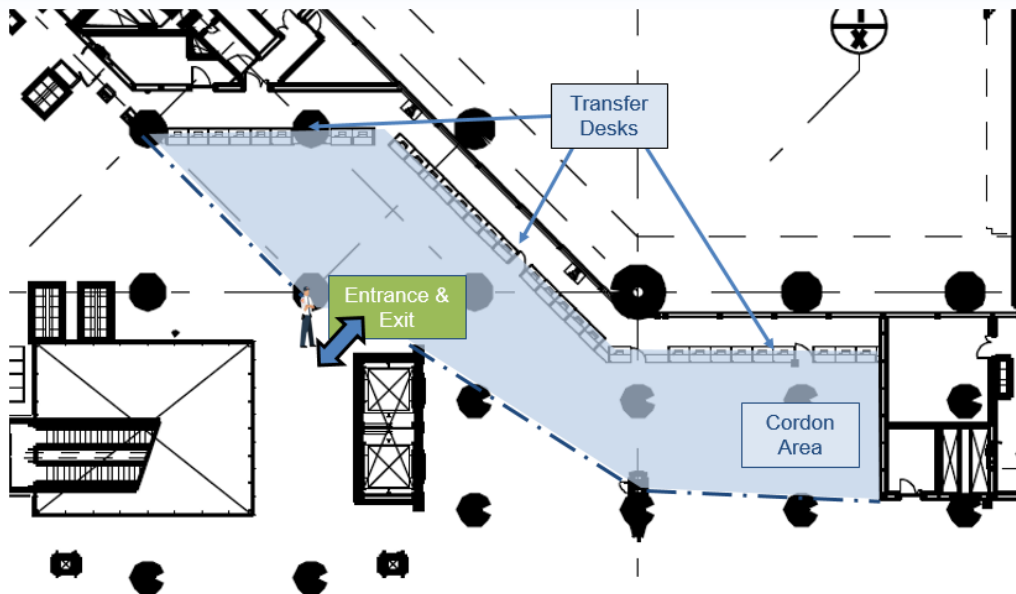
7.0 Overall Airside Process Flow



8.0 Layout – Level 5 Transfer Counter Areas

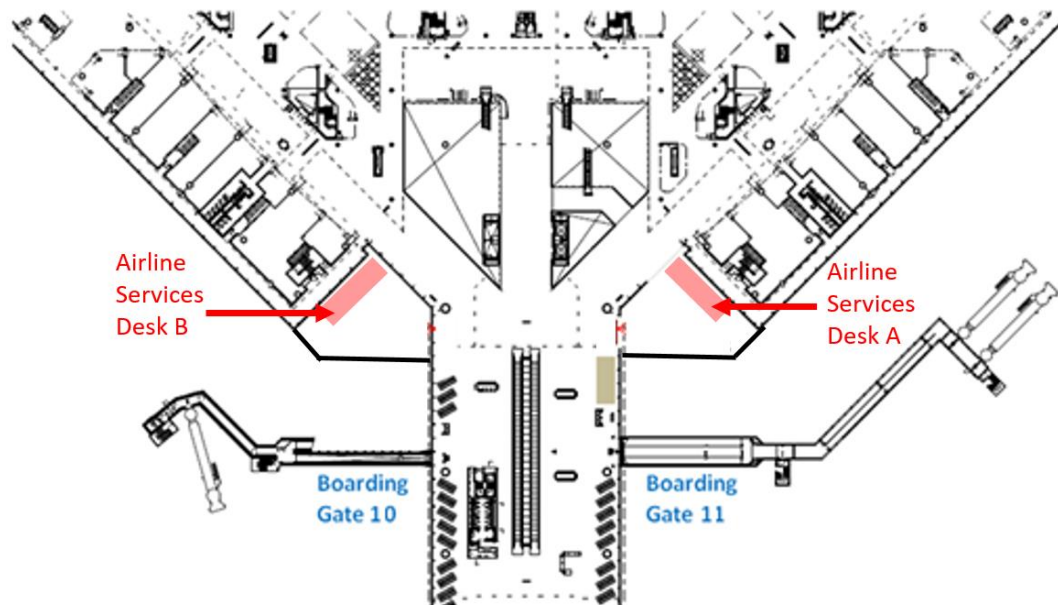


Transfer Area W1 Layout

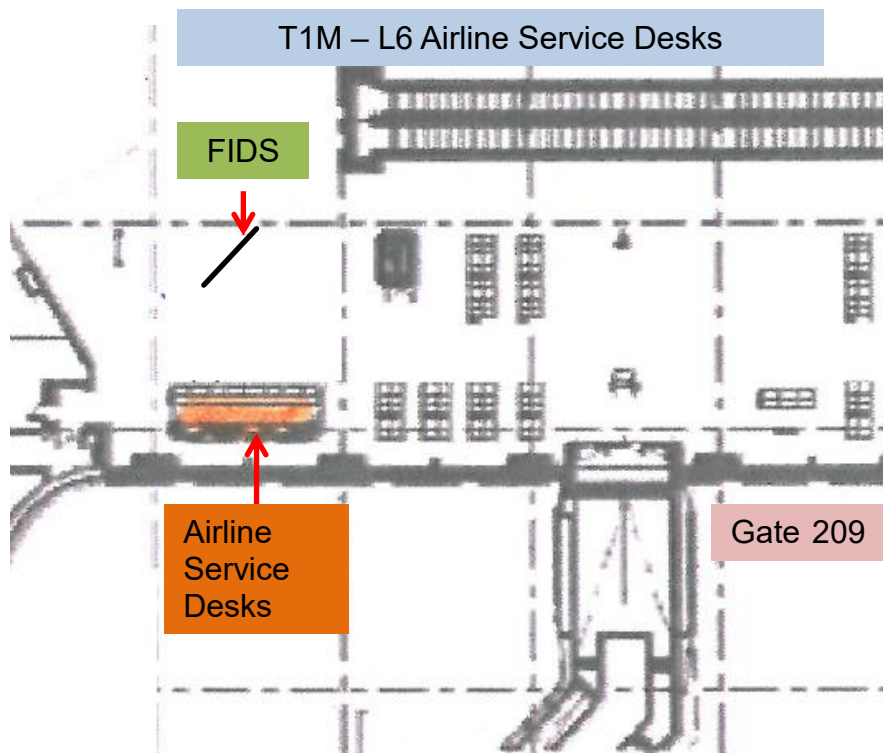


9.0 Layout – Airline Services Desks

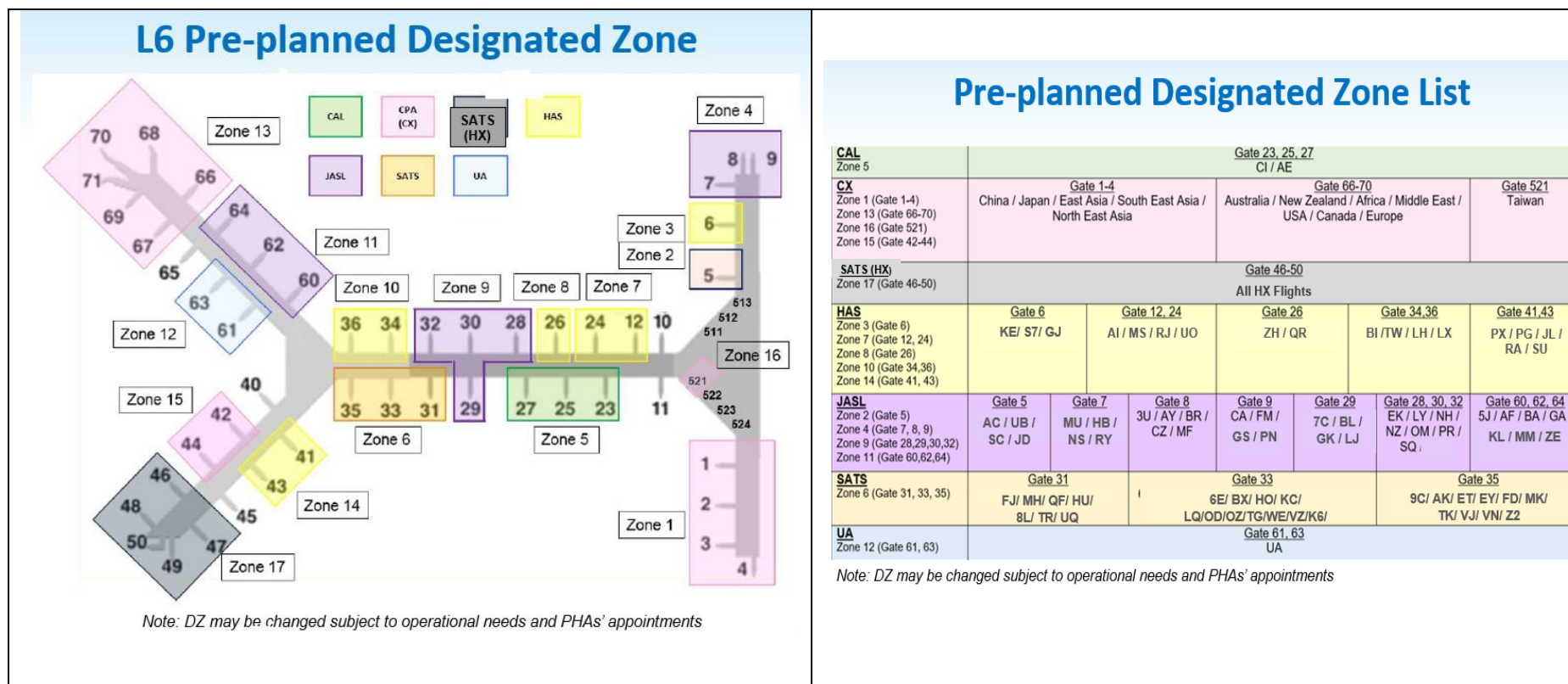
T1 Level 6 Airline Services Desks



T1M Level 6 Airline Services Desks

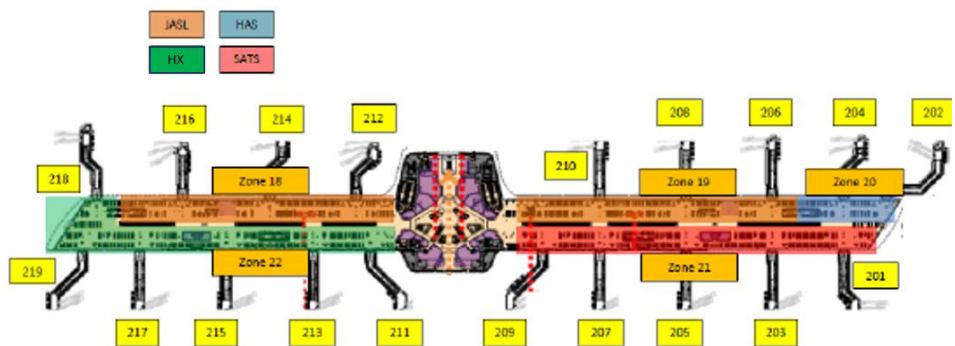


10.0 Layout – Pre-planned L6 Designated Zones



10.0 Layout – Pre-planned L6 Designated Zones

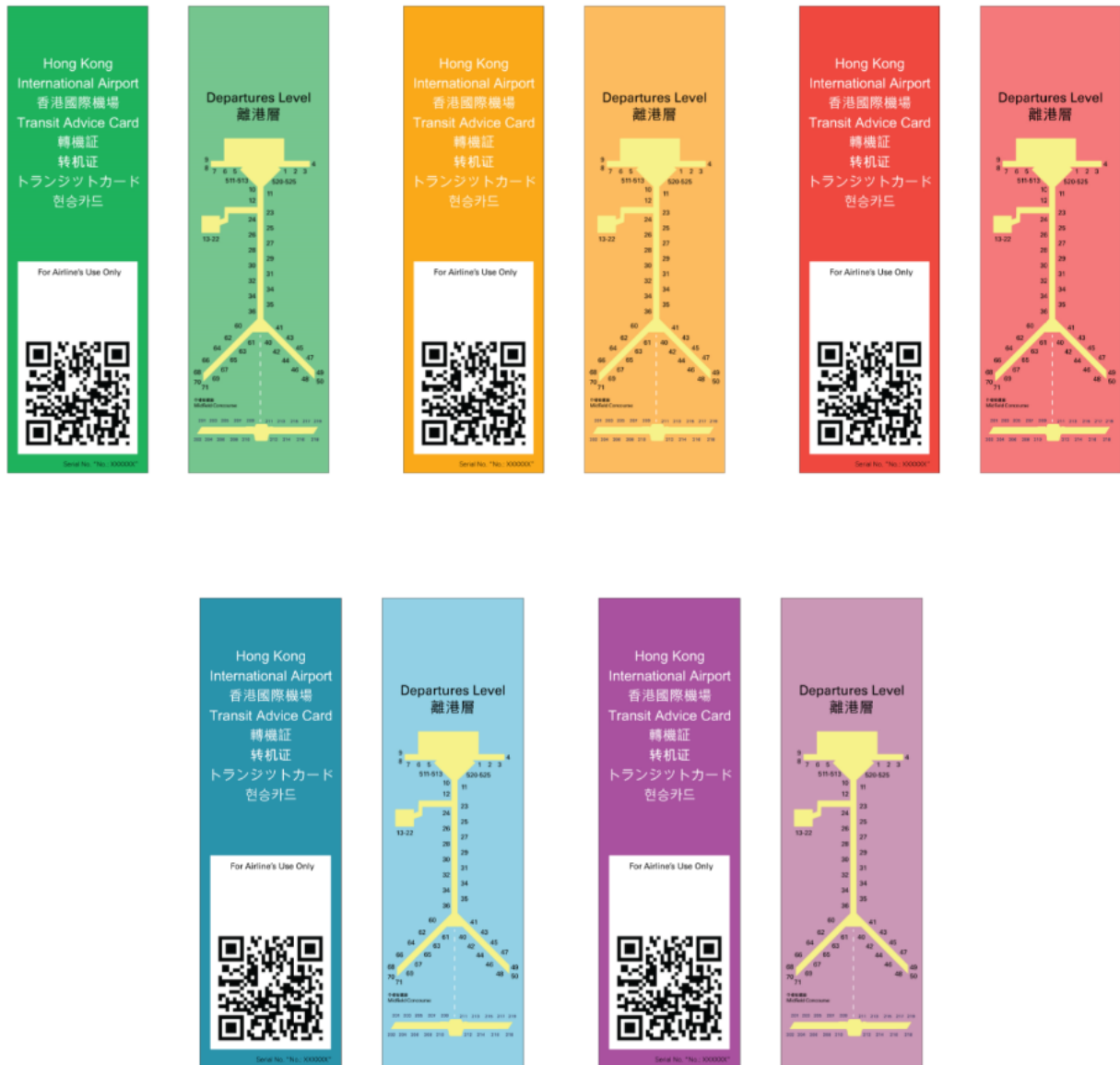
T1M L6 Pre-planned Designated Zone




T1M L6 Pre-planned Designated Zone List

HX Zone 22 (Gate 211, 213, 215, 217, 218, 219)	Gate 211,213,215,217,218, 219 All HX flights	
HAS Zone 20 (Gate 202, 204)	Gate 202, 204 BI / PG / S7	
JASL Zone 18 (Gate 212, 214, 216) Zone 19 (Gate 206, 208, 210)	Gate 212, 214, 216 MU / MF / BR / CA / FM	Gate 206, 208, 210 3K / 7C / LJ / MM / PR / 5J / GA
SATS Zone 21 (Gate 201, 203, 205, 207, 209)	Gate 201, 203, 205, 207, 209 MH / HO / BX / 9C / ET / FD / AK / FJ / KC	

11.0 Transit Advice Card – Example



12.0 Designated Zone Request Form – Example



香港 HONG KONG
國際機場 INTERNATIONAL
AIRPORT

Designated Zone Request Form

To: Counter Allocation Unit	Handling Agent:
Fax: 2182 2061	CAL / CPA / HAS / JAT / SATS / UAL
Tel: 2182 2019	Contact Person: _____
Date: _____	Contact Telephone Number: _____

Request Activate Designated Zone

	Airline Code	Flights	Final destination	Designated Gate	Activated at
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Request Stand Down of Designated Zone

	Airline Code	Flights	Final Destination	Designated Gate	Stand Down At (HH:MM)
1					
2					
3					
4					
5					

Received at _____

Action by _____

Complete at _____

13.0 WIDS – Display Examples

Wireless LAN FIDS Display – Departure

香港國際機場												
離港資料												
第十頁(共四十五頁)												
STD	ETD	ATD	CHK	Flight	S	Type	P	目的地	Gate	Stand	HA	現況
16:35		16:41	CI 679	J 330	T	雅加達			30	N30	CAL	已啓航 16:41
16:35			CX 080	F 74F	F	安克雷奇>芝加哥				C23	CPA	
16:35			CX 838	J 340	T	溫哥華			29	S29	CPA	截止登機
16:40		16:36	MU 5020	J 737	T	太原			20	N20	JAT	已啓航 16:36
16:50			BR 856	Q 74M	T	台北			62	N62	HIA	
16:50			CX 312	J 330	T	北京			61	W61	CPA	
			CA 6602									
16:55			CX 082	F 74F	F	安克雷奇>紐約/肯尼迪				C18	CPA	
16:55			KA 996	J 32S	T	北京					HIA	取消
			CA 6524									
17:00			KA 2510	A XXX	F	大阪/關西					HIA	取消
17:00			KA 808	J 32S	T	上海/浦東			50	W50	HIA	
17:00			MU 576	J 32S	T	福州			26	N26	JAT	
17:05			5X 166	F 75F	F	新加坡>克拉克>路易斯維爾				C22	ZZ	
17:05			UO 216	J E70	T	南京			8	W122R	MEN	截止登機
上一頁 下一頁 自動換頁 抵港資料 English												

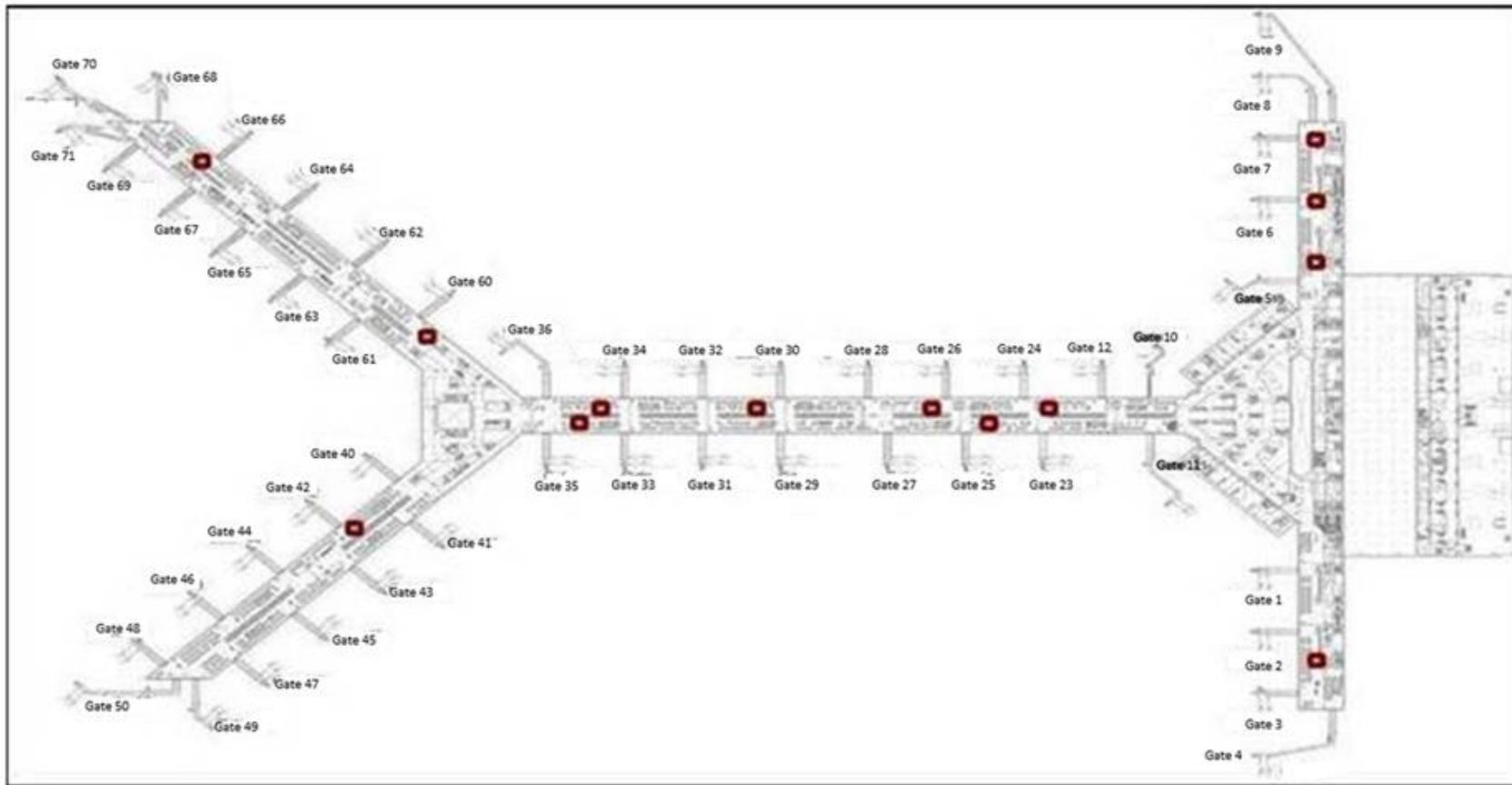
Wireless LAN FIDS Display – Arrival

Hong Kong International Airport													
ARRIVAL													
Page 1 of 43													
STA	ETA	ATA	CHK	Flight	S	Type	P	From	Belt	Stand	HA	Status	
12:55	13:37	13:38	13:51	5X 062	F	M1F	F	SDF>ANC		C21	ZZ	Arr. gate 13:51	
12:55	13:26	13:28	13:35	CZ 3089	J	737	T	NNG	2	N148	JAT	Arr. gate 13:35	
12:55	12:42	12:42	12:53	JL 701	J	747	T	KIX	4	W48	JAL	Arr. gate 12:53	
12:55				N8 156	J	737	T	SYX			HIA	Cancelled	
12:55	12:56	12:56	13:04	TG 629	J	330	T	ICN	6	W46	CPA	Arr. gate 13:04	
13:00	13:53	13:52	14:02	CX 461	J	747	T	TPE	12	S23	CPA	Arr. gate 14:02	
13:00	13:10	13:12	13:21	MH 072	J	777	T	KUL	11	S29	CPA	Arr. gate 13:21	
				CX 1726									
13:00	13:47	13:48	13:57	MU 727	J	330	T	PVG	3	E17	JAT	Arr. gate 13:57	
13:05	13:11	13:14	13:22	CX 417	J	777	T	ICN	13	S21	CPA	Arr. gate 13:22	
13:05	12:39	12:40	12:49	CX 503	J	330	T	KIX	8	W65	CPA	Arr. gate 12:49	
13:05	13:31	13:34	13:38	KA 627	J	32S	T	HGH	3	W69	HIA	Arr. gate 13:38	
				CA 6530									
13:10	13:14	13:18	13:24	CX 533	J	330	T	NGO	13	W61	CPA	Arr. gate 13:24	
				JL 5125									
Page Up Page Down Scroll Departure 中文													

14.0 FIDS – Way Finding Example

Time	Flight	Destination	Gate	Status	時間	航班	目的地	閘口現況
09:00	KA 432	Kaohsiung		Est at 16:00	09:00	KA 432	高雄	預計 16:00
10:55	CZ 312	Shantou		Est at 16:00	10:55	CZ 312	汕頭	預計 16:00
11:00	5J 111	Manila		Final Call	11:00	5J 111	馬尼拉	最後召喚
11:00	KA 804 CX 6834	Shanghai/Pudong		Go to gate 99	11:00	KA 804 CX 6834	上海/ 浦東	請到99號閘口
11:10	BR 852	Taipei		Est at 15:00	11:10	BR 852	台北	預計 15:00
11:15	CZ 309	Beijing		Final Call	11:15	CZ 309	北京	最後召喚
11:15	KA 640	Ningbo		Est at 17:15	11:15	KA 640	寧波	預計 17:15
11:15	MU 502	Shanghai/Pudong		Est at 16:00	11:15	MU 502	上海/ 浦東	預計 16:00
11:20	MU 766	Nanjing		Final Call	11:20	MU 766	南京	最後召喚
11:20	TG 609	Phuket Bangkok		Now Boarding	11:20	TG 609	布吉 曼谷	現正登機
11:25	CI 604	Taipei		Delay	11:25	CI 604	台北	延遲
11:30	MU 572	Fuzhou		Go to gate 99	11:30	MU 572	福州	請到99號閘口
11:30	UO 2060	Hangzhou		Now Boarding	11:30	UO 2060	杭州	現正登機
11:35	CZ 3076	Wuhan		Now Boarding	11:35	CZ 3076	武漢	現正登機
11:35	MU 594	Hangzhou		Now Boarding	11:35	MU 594	杭州	現正登機
11:50	CI 641	Bangkok		Go to gate 99	11:50	CI 641	曼谷	請到99號閘口
11:50	MU 2902	Wuxi		Boarding Soon	11:50	MU 2902	無錫	預備登機
11:55	MU 716	Ningbo		Delay	11:55	MU 716	寧波	延遲
11:55	N8 1390	Nanning		Delay	11:55	N8 1390	南寧	延遲
12:05	MU 5026	Jinan		Delay	12:05	MU 5026	濟南	延遲
12:10	CZ 3030	Sanya		Go to gate 99	12:10	CZ 3030	三亞	請到99號閘口
12:20	MU 702	Shanghai/Pudong		Delay	12:20	MU 702	上海/ 浦東	延遲
12:25	MU 5016	Qingdao		Delay	12:25	MU 5016	青島	延遲

15.0 3-in-1 Fax & Phone Line Layout and Numbers



3-in-1 Phone/Fax Number

Binnacles	Designated Zone	Location	Phone No.
6S4	Zone 1	Between Gate 2 & 3	21822452
6N1	Zone 2	Between Gate 5 & 6	21822453
6N2	Zone 3	Between Gate 6 & 7	21822454
6N5	Zone 4	Between Gate 8 & 9	21822455
6Z19	Zone 7	Between Gate 12 & 24	21822456
6Z15	Zone 8	Between Gate 26 & 28	21822457
6Z16	Zone 5	Between Gate 23 & 25	21822458
6Z11	Zone 9	Between Gate 30 & 32	21835252
6Z4	Zone 6	Between Gate 33 & 35	21835253
6Z5	Zone 10	Between Gate 34 & 36	21835254
6Y14	Zone 15	Between Gate 40 & 42	21835255
6Y19	Zone 14	Gate 41	21835256
6X4	Zone 12	Gate 61	21835257
6X5	Zone 11	Gate 60	21835258
6V5	Zone 13	Gate 66	21835259
		L5 Gate 27	21822459
		L5 Gate 44	21835260

END OF BCP – B2

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