

CORPORATE BUSINESS CONTINUITY POLICY STATEMENT

企業運作持續政策聲明

As one of the world's busiest airports, Hong Kong International Airport (HKIA) has always strived to maintain high operational efficiency. Given the dynamic airport risk landscape which may bring a myriad of disruptions to HKIA's operations, strong operational resilience is deemed crucial to the continuity of HKIA's business at times of crises and disruptions.

Riding on the robust airport emergencies and crisis management framework established through the past decades of airport operations, the Airport Authority (the Authority) has developed the Business Continuity Management System (BCMS) as the cornerstone of high operational resilience at HKIA. The Authority will focus on the prevention, preparation, response and recovery process of disruption handling and manage potential airport risks by:

1. identifying operational risks and formulating mitigation measures with departments within the Authority;
2. establishing formal emergency response and business continuity plans and procedures;
3. conducting drills and exercises to validate the emergency response and business continuity plans;
4. tracking the operational risk portfolios to regularly review the identified risks; and
5. cultivating a robust culture of business continuity across the airport community through:
 - a. raising airport-wide awareness on disruption handling;
 - b. engaging airport stakeholders in the risk management process, including formulation and review of risks and business continuity plans;
 - c. assisting airport stakeholders to establish risk management frameworks that are aligned with the Authority's airport-wide business continuity initiatives; and
 - d. supporting and engaging the airport community in disruption preparedness activities.

Given the complexity in airport operations, close collaboration among the airport community is of paramount importance. It is the responsibility of the Authority's contractors, franchisees, licensees and business partners to identify their respective operational risks, draw up effective emergency response and business continuity plans, and to cooperate with the Authority to ensure the plans established tie in with the Authority's overall resilience strategies. Efforts shall also be made to actively participate in the relevant training, drills and exercises organised by the Authority to maintain readiness in disruption handling.

The Authority's Business Continuity Planning Section, in parallel, will make best endeavours to provide necessary assistance to the airport community and promulgate business continuity awareness through active communication, discussions, training, drills and exercises.

The Authority is committed to achieving strong airport-wide operational resilience and the effectiveness of the BCMS will be reviewed on a regular basis for continuous improvement.

香港國際機場躋身全球最繁忙機場之列，一直致力維持高效運作。由於機場風險狀況變化不定，可能會導致運作受阻，因此在面對不同的危機及突發狀況時，擁有穩健的運作復原能力是機場業務得以持續的關鍵。

建基於過去數十年機場營運經驗所建立的完善緊急應變及危機管理框架，機場管理局制訂了業務持續管理系統，成為機場擁有高度運作復原力的重要基石。機管局於危機及突發狀況處理過程中，會集中於預防、準備、應變及復原四個階段，並透過下列措施以管理潛在機場風險：

1. 與機管局有關部門識別運作風險及訂定緩解措施；
2. 訂立正式的緊急應變及運作持續計劃及程序；
3. 進行演習及演練，驗證緊急應變及運作持續計劃；
4. 追蹤營運風險情況並定期檢討已識別的風險；及
5. 通過以下措施在機場社區培養穩健的運作持續文化：
 - a. 加強整個機場對於處理運作受阻的意識；
 - b. 邀請機場持份者參與風險管理的過程，包括制訂及檢討整個機場的風險及運作持續計劃；
 - c. 協助機場持份者建立可配合機管局運作持續措施的風險管理框架；及
 - d. 支持與邀請機場同業參與風險防備工作。

機場運作極為複雜，故機場同業之間的緊密合作非常重要。機管局的承包商、專營商、特許經營商及業務夥伴有責任識別各自的營運風險，制訂有效的緊急應變及運作持續計劃，並與機管局合作，確保該等計劃配合機管局的整體復原策略，同時，亦應積極參與機管局舉辦的相關培訓、演習及演練，為應對各種運作受阻情況做足準備。

機管局的運作持續策劃組亦會盡力為機場同業提供協助，透過積極溝通、討論、培訓、演習及演練，推廣及加強運作持續意識。

機管局致力促使整個機場建立強而有效的運作復原能力，並定期檢討業務持續管理系統之成效，務求不斷進步。



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