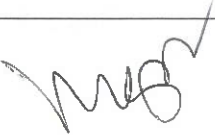
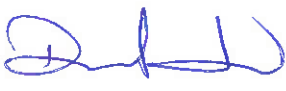


# Business Continuity Manual

## Business Continuity Plan: I1 HKIA Office Contingency Plan

		Signature	Revision	Effective Date
Updated By	Senior Manager, Administration	 Maggie Chan	32	Jun 2023
Reviewed By	Assistant General Manager BCP, SSBC	 Emily Chu		
Approved By	General Manager, SSBC	 David Jea		

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## **BCP – I1. HKIA Office Contingency Plan Table of Contents**

<u>ITEM</u>	<u>SUBJECT MATTER</u>	<u>PAGE</u>
	Table of Contents .....	I1.3
A.	Introduction and Scope .....	I1.5
B.	Planning Assumptions and Space requirements .....	I1.5
C.	Available Fallback Workstations .....	I1.6
D.	Fallback Locations & Priorities .....	I1.7
E.	Activation Procedures .....	I1.7
F.	Contacts.....	I1.8
G.	Social Distancing / Split Operations .....	I1.8
H.	Standdown.....	I1.9

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## **A. Introduction and Scope**

1. The following procedures lay out the AA Office fallback locations, as well as the fallback priority and alerting procedures.
2. This Office Contingency Plan is reviewed and updated by Administration from time to time on a regular basis.
3. The AA Office Contingency Plan may be activated when ad hoc office accommodation are required during an emergency or when an office is temporarily closed down due to the followings:
  - a. Prolonged suspension of essential facilities, e.g. power supply; lighting, air conditioning, data network;
  - b. Office seriously damaged, e.g. by fire or water damage;
  - c. Suspected / confirmed infection by infectious disease, e.g. confirmed case of SARS or avian influenza, subject to the advice by the Health Department and decisions by company senior management.

## **B. Planning Assumptions and Space requirements**

1. There are two contingency planning scenarios that have to be catered for.
2. One extreme scenario is that the whole HKIA Tower and/or HKIA Tower Two becomes unusable due to extensive damages from earthquake, tsunami, fire, CBRN contamination, infectious disease outbreaks, etc.
3. Second scenario is less extreme and more probable; 1 or 2 floors of the building becomes unusable due to fire, smoke and/or water damages.
4. It is felt that the extreme scenario has a very low probability and hence need not be considered.
5. The second scenario is more probable and is used as the basis for the following contingency plans.
6. There are AA offices located in areas other than HKIA Tower that their contingency fallback procedures are also covered by the following plans.
7. Fallback workstations shall be provided to offices in T1 or offices in HKIA Tower if for whatever reason they become unusable.
8. In terms of probability, it is felt that no more than 1 office location within T1 or at most, 1 whole floor within the HKIA Tower or HKIA Tower Two will be unusable at any one time.
9. Based upon this planning assumption, the headcount affected would be from 20 to about 120 staff.
10. HKIA Tower occupancy figures are that the average department size is from 20 to 50 staff with about 3 to 4 departments located on each floor.
11. If necessary, the plan is for affected departments to be relocated their essential staff to fallback office workstations located at various locations within T1 and at designated fallback workstations located at each floor within HKIA Tower.

12. In addition, non-essential staff may be directed to work from home.

### C. Available Fallback Workstations

1. Fallback workstations are maintained in the following locations:
  - a. About 183 workstations in HKIA Tower L1 to L7 meeting rooms
  - b. 4 workstations in 5Y542

Meeting Room	No. of Workstations	Floor total
1A	6	20
1B	6	
1C	8	
2A	4	26
2B	4	
2C	4	
2D	6	
2E	8	
3A	25	39
3B	6	
3C	8	
4B	6	14
4C	8	
5A	6	20
5B	6	
5C	8	
6A	6	20
6B	6	
6C	8	
711	4	44
712 (Board Room)	22	
713	6	
715	12	
<b>Total in HKIAT</b>		<b>183</b>

Office Room	Vacant Workstation
5Y542	4
<b>Total in T1</b>	<b>4</b>

2. HKIA Tower meeting rooms will be utilized for fallback workstations with WLAN data network.
3. ITD already have WLAN data network in place within the HKIA Tower meeting room areas.
4. The WLAN network is access controlled and will be activated when necessary by Administration/ITD.

5. T1 available workstations and vacant workstations in HKIA Tower are fully equipped with power, lighting, air-conditioning, furniture, telephone lines with handsets, data network, water dispenser, pantry items and stationery.
6. Fallback offices for General Managers and above are available in HKIAT's L7 and T1 Contingency Office 5Y542. Regular inspections to the contingency office and the facilities are carried out by Administration; any deficiencies should be rectified by the responsible parties.

Tasks	Action by
Floor plan with telephone no.	Assistant Manager, Premises
Power, lighting and air conditioning	Assistant Manager, Premises / TSI
IT network and printers	Assistant Manager, Premises / ITD
Furniture	Assistant Manager, Premises
Keys (attached to doors and furniture)	Assistant Manager, Premises
Telephone handset (marked with telephone no.)	Senior Officer, Office Services
Fax machine (marked with fax no.)	Assistant Manager, Records Management & Policy
Pantry items (include liquid soap and paper towel)	Assistant Manager, Records Management & Policy
Stationery	Assistant Manager, Records Management & Policy
Water dispenser and distilled water	Assistant Manager, Records Management & Policy

#### D. Fallback Locations & Priorities

1. The fallback locations that will be used in an emergency are dependent upon the nature of the incident and whether or not the intended fallback locations are affected by the incident itself, as well as the priority of the affected operations during that time.
2. Administration is responsible to maintain and update an inventory of fallback locations so that it is readily available for Management's information.
3. Ideally, the affected department shall be accommodated in T1 or HKIA Tower same as their original office location.
4. However, relocation to alternative office locations or split of department by teams at different locations may be required.

#### E. Activation Procedures

1. Notification
  - a. Administration received confirmation from Management or SSBC to evacuate an office.
  - b. Administration to confirm with SSBC and the affected departments for the affected personnel to be accommodated in the Contingency Office.
  - c. Distribute the contingency office entrance code, office layout plan marked with telephone number to ITD, SSBC and the affected personnel.

2. Upon activation of the plan by EDHRA, immediate actions to be taken by Administration include:

Tasks		Action by
<b>2.1 Mobilization</b>		
a.	Arrange movers	Administration Officer, 9863 8641
b.	Forward telephone/fax no. to the Contingency Office (or to staff mobile phone) and arrange user group services etc.	Senior Officer, Office Services 9038 2137
c.	Relocate photocopier from 5Y529 (ITD) to 5Y542	Administration Officer, 9877 8206
d.	Relocate and set up PC and network hubs (relocate the notebook in HKIAT meeting rooms if necessary)	Assistant Manager, Premises 9187 9639
e.	Disinfect the computer / files or equipment before relocation (as necessary)	Assistant Manager, Premises 9187 9639
<b>2.2 Arrange daily service</b>		
a.	Janitorial service	Assistant Manager, Premises 9187 9639
b.	Mailing service	Administration Officer 6390 5219
c.	Staff shuttle (if necessary)	Senior Officer, Office Services 9038 2137
<b>2.3 Others</b>		
a.	Disinfect the affected office if that area is infected by infectious disease	Assistant Manager, Premises 9187 9639

## F. Contacts

Item	Contact Personnel / Contact Details
Door code / Security	Administration Officer: 9863 8641 (5Y542 by Staff Card)
Mover	William Int'l Ltd: Suki Ma 3152 6812
Janitorial & disinfection service	Waihong: Ms Lau Kuen 9848 8624
Telephone and fax	PCCW: David Wong 9658 9828 / 2183 3022
IT Department	IT Manager (Infrastructure & Cybersecurity): Tony Lau 9091 6903
SSBC	Assistant General Manager BCP: Emily Chu 9150 3029

## G. Social Distancing / Split Operations

1. There may be a need to provide social distancing and / or split operations to ensure appropriate separation of workstations and / or workforce, e.g. in an infectious disease outbreak situation.
2. If necessary, Health Department will provide social distancing / split operations guidelines for companies to implement.



3. Administration and relevant senior management will decide appropriate actions to take and inform decisions made to involved departments.
4. Actions to take to increase separation distances amongst the workforce may include the following:
  - a. Staggered working hours
  - b. Alternating work days
  - c. Separate office locations
  - d. Work from home
6. Work units within the IAC are to make use of their IAC Fallback Procedures should social distancing and / or split operations be required.

## H. Standdown

1. Administration and relevant senior management will decide appropriate actions to take and inform decisions made to involved departments. In case the incident is not related to infectious disease, Human Resources may not be required to be involved.
2. Administration will coordinate the migration process back to original work locations.

Tasks		Action by
<b>2.1 Mobilization</b>		
a.	Arrange movers	Administration Officer 9863 8641
b.	Cancel forward of telephone/fax no. to the Contingency Office (or to staff mobile phone)	Senior Officer, Office Services 9038 2137
c.	Return photocopier from 5Y542 to 5Y529 (IT)	Administration Officer, 9877 8206
d.	Relocate PC and notebook to original office and meeting rooms	Administration Officer 9863 8641
e.	Clean contingency office	Assistant Manager, Premises 91879 639
<b>2.2 Arrange daily service</b>		
a.	Cancel janitorial service in contingency office and resume janitorial service in original office	Assistant Manager, Premises 9187 9639
b.	Resume normal mailing service	Administration Officer 6390 5219
c.	Cancel staff shuttle (if necessary) of contingency office	Senior Officer, Office Services 9038 2137
<b>2.3 Others</b>		
a.	Check inventory of contingency office	Administration Officer 9863 8641

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