

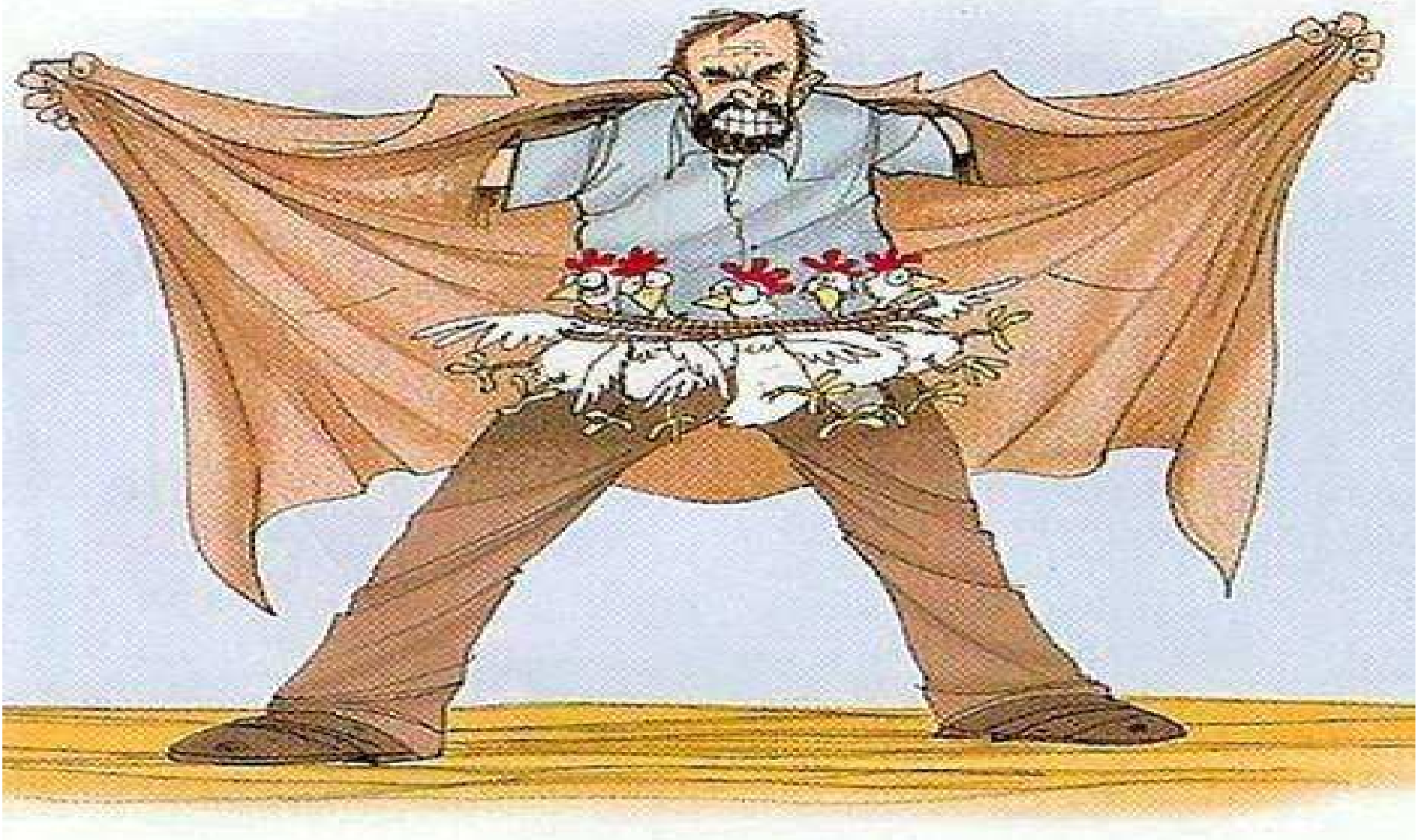
Bussiness Continuity Plan for Pandemic -Public Version-

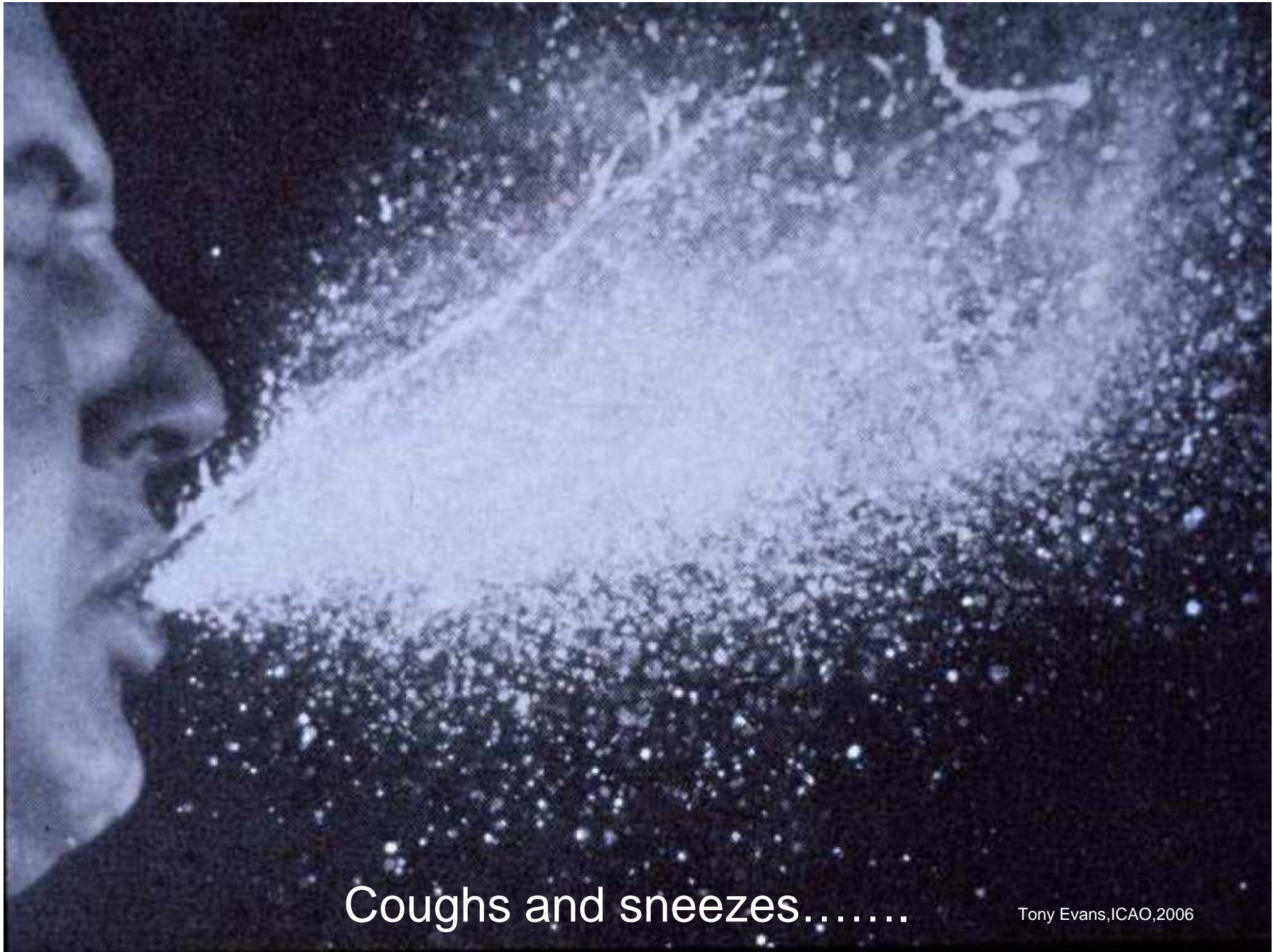
***Walter Gaber
Medical Director Fraport AG
Frankfurt, Germany
04.04.2011***





LATEST TERRORIST THREAT





Coughs and sneezes.....

Tony Evans, ICAO, 2006



Objective

This document regulates all measures which are taken by Fraport in case of high infectious diseases according to the protective law of infection at Frankfurt International Airport (consequently also location FRA).

Objectives are mainly the guarantee of controlled and secure airport operation as well as the protection of Fraport AG, its employees and customers.

The early warning system

The early-warning system of FRAPORT AG is composed of the following components:

- ✓ External monitoring of the worldwide infection circumstances
- ✓ Internal monitoring of the infection circumstances
- ✓ Monitoring of interfaces to external partners



External monitoring of the worldwide infection

The external monitoring includes the worldwide viewing of the medical situation. The external monitoring is constantly ensured by the responsible airport doctor/deputy of the FRAPORT AG.

In case of adequate reason the responsible airport doctor/deputy of the FRAPORT AG informs the Airport Duty Officer (**ADO**) concerning the evaluation of the external medical situation as well as of the current classification of degree of the WHO .

The ADO informs the operational functions according to the procedures. (in general via E-Mail or newsletter).



Frankfurt





Lufthansa

Flight	Destination	Status	Time
LH 100	Frankfurt	On Time	10:00
LH 101	Frankfurt	On Time	10:15
LH 102	Frankfurt	On Time	10:30
LH 103	Frankfurt	On Time	10:45
LH 104	Frankfurt	On Time	11:00
LH 105	Frankfurt	On Time	11:15
LH 106	Frankfurt	On Time	11:30
LH 107	Frankfurt	On Time	11:45
LH 108	Frankfurt	On Time	12:00
LH 109	Frankfurt	On Time	12:15
LH 110	Frankfurt	On Time	12:30

Flight	Destination	Status	Time
LH 111	Frankfurt	On Time	12:45
LH 112	Frankfurt	On Time	13:00
LH 113	Frankfurt	On Time	13:15
LH 114	Frankfurt	On Time	13:30
LH 115	Frankfurt	On Time	13:45
LH 116	Frankfurt	On Time	14:00
LH 117	Frankfurt	On Time	14:15
LH 118	Frankfurt	On Time	14:30
LH 119	Frankfurt	On Time	14:45
LH 120	Frankfurt	On Time	15:00

Flight	Destination	Status	Time
LH 121	Frankfurt	On Time	15:15
LH 122	Frankfurt	On Time	15:30
LH 123	Frankfurt	On Time	15:45
LH 124	Frankfurt	On Time	16:00
LH 125	Frankfurt	On Time	16:15
LH 126	Frankfurt	On Time	16:30
LH 127	Frankfurt	On Time	16:45
LH 128	Frankfurt	On Time	17:00
LH 129	Frankfurt	On Time	17:15
LH 130	Frankfurt	On Time	17:30

Flight	Destination	Status	Time
LH 131	Frankfurt	On Time	17:45
LH 132	Frankfurt	On Time	18:00
LH 133	Frankfurt	On Time	18:15
LH 134	Frankfurt	On Time	18:30
LH 135	Frankfurt	On Time	18:45
LH 136	Frankfurt	On Time	19:00
LH 137	Frankfurt	On Time	19:15
LH 138	Frankfurt	On Time	19:30
LH 139	Frankfurt	On Time	19:45
LH 140	Frankfurt	On Time	20:00

Lufthansa Check-in



Frankfurt



„To Do List „ for the ADO (Airport Duty Officer)

Ask managers („key departments“) for the critical level I-III

***Cross check with the masterplan (slide 4)
(interaction between the departments)***

Decide which impact level (0-4) will result for the Company

Inform all involved departments

daily information for the management

„Key Departments“

Critical level I = The operation of processes is ensured without any loss of services

Critical level II = The operation of processes can only be ensured with significant loss of services

Critical level III = The operation of processes can only be ensured rudimentarily;

ADO

Decides Impact level 0-4

Impact level 1 =
controlled operation

Impact level 2 =
operation with insignificant loss of services

Impact level 3 =
operation with significant loss of services

Impact level 4 =
emergency operation

Impact level 0 =
return to normal operation



2.2 Internal monitoring of the infection

Key roles/players of the Fraport AG are departments which are necessary and responsible for the upkeep of orderly and secure airport operation and its processes .

These departments can depend on each other and are monitored by themselves.

**All executive managers of the key departments define
the critical level I, II und III**

The **critical level** is defined as follows:

Critical level I = The operation of processes is ensured without any loss of services

Critical level II = The operation of processes can only be ensured with significant loss of services

Critical level III = The operation of processes can only be ensured rudimentarily;

Solely emergency operation is possible

All executive managers of the key departments monitor the daily situation of staff absence in their own department.



As soon as the critical level I, II or III is reached in one department the concerned department has to inform the ADO immediately.

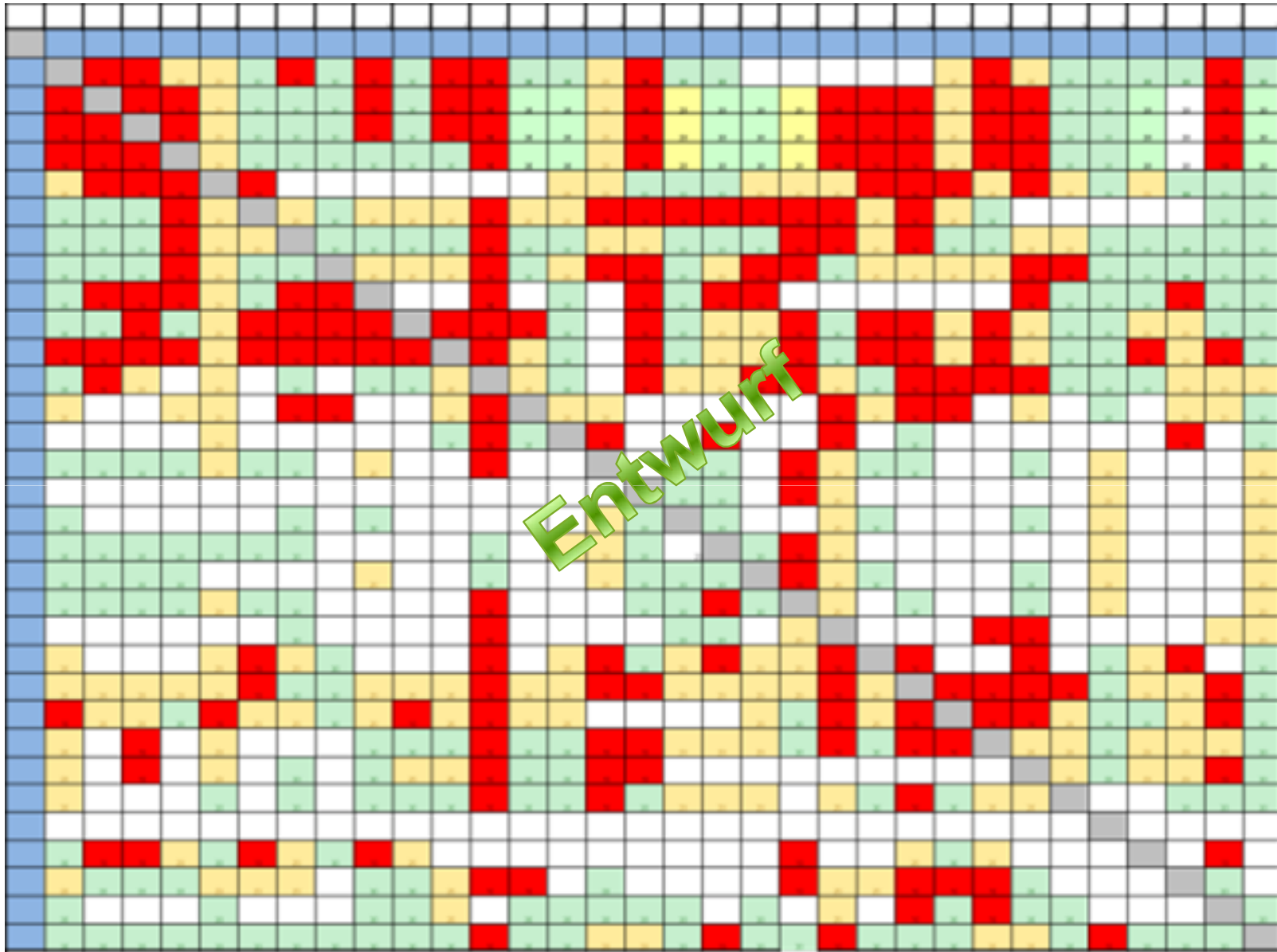
The ADO documents all necessary information according to the published ADO procedure and informs all operational functions as per the procedure .

The executive managers of all organizational units guarantee that all process interfaces are monitored and all measures are taken in case of an imminent situation of infection.

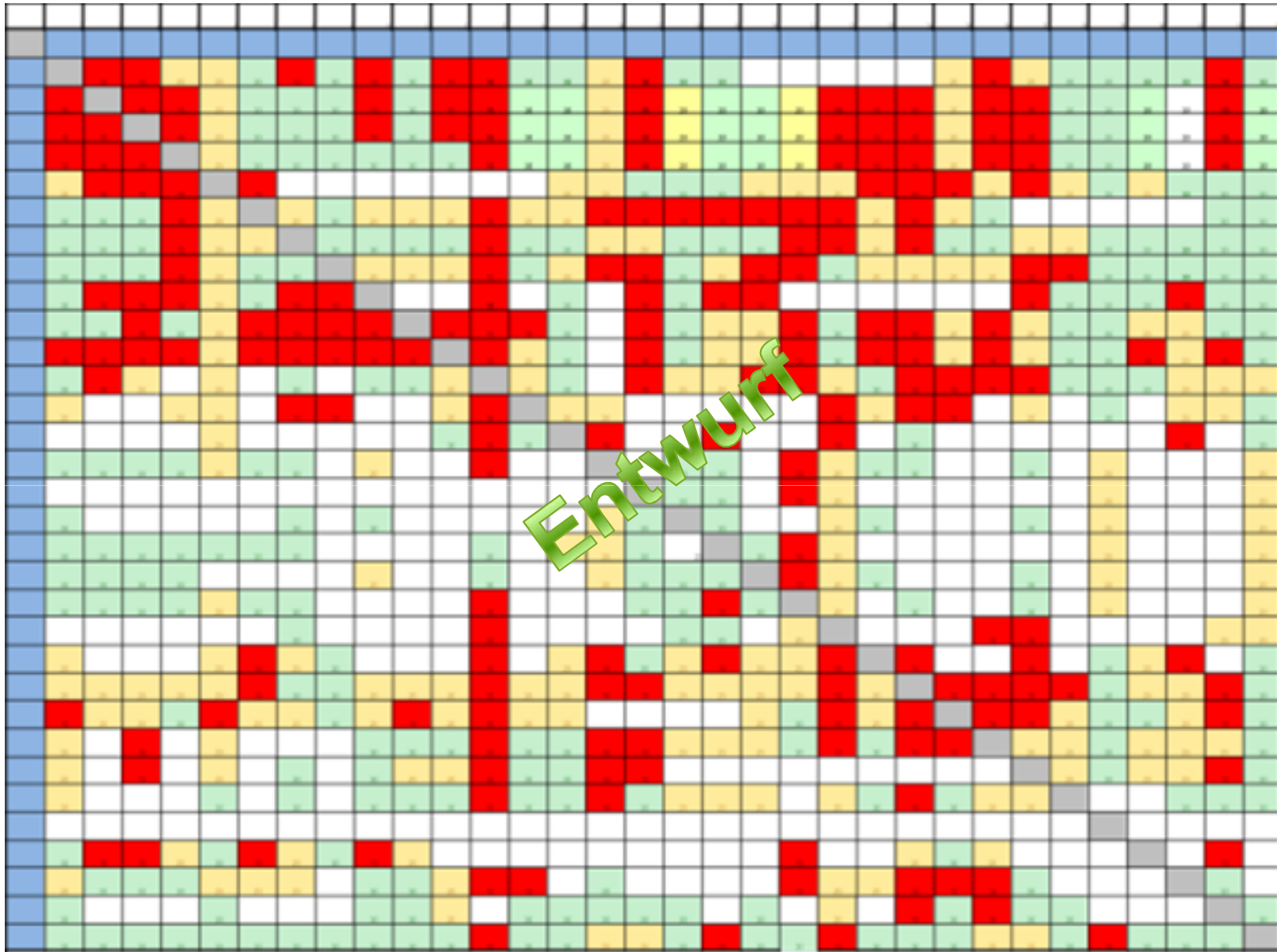
As soon as a key department notices, that an external partner (customers, authorities etc.) is getting staff problems which could affect our company the ADO has to be informed immediately.

*The ADO documents all necessary information as per procedure.
The ADO informs the operational functions according to the SOPs as well as all key departments which depend on the concerned key player.*

ADO: Airport Duty Manager



Impacts/Impact Levels





Impacts/Impact Level

The Fraport AG defines 5 impact levels (0-4).

The impact levels describe the operational impact due to lack of staff (key players/departments) at Frankfurt Airport (Fraport AG).

Impact Level 1 – Controlled operation/ Monitoring

Definition:

Controlled operation: No impacts due to of infectious diseases in Frankfurt/Main.

The worldwide development of the infection is permanent monitored and valuated (external monitoring).

Measures headquarter FRA:

The executive managers of all departments take preventative measures for a possible expected infection.

If necessary all Fraport employees will be informed about the situation and external communication will possibly be needed.

Remark:

A classification to level 1 is not necessary (controlled operation)

Impact Level 2 – Operation with insignificant loss of services

Definition:

At least 1 key player/department informs about critical impact level I. In general the critical impact level I **has an impact on processes** which can still be managed with internal staff. Additional or external support is not needed.

Measures headquarter FRA:

See measures Impact Level 1.

Additional: Measures according to the procedure instructions .

Remark:

The upgrading of impact level 1 to impact level 2 is carried out by the ADO after consulting all operational functions in compliance with the SOPs.

As soon as a development occurs which requires an upgrading to level 3 the ADO activates the briefing as per defined participant list. The upgrading to level 4 as well as the convention of the crisis management group will be decided in this meeting.

Impact Level 3 – Operation with significant loss of services

Definition:

The defined critical impact level II occurs at least in one department of the key players/departments. The achievement of the critical level II leads to a development of incidents far beyond the controlled operation. The loss of staff **cannot be compensated**.

Measures headquarter FRA:

See measures FRA impact level 1 and 2.

Additional:

The crisis management group is activated. As the case may be the Emergency Response and the Information Center (ERIC) is permanently staffed in order to guarantee a continuous crisis management work.

Remark:

The crisis management group decides on further measures and impact levels (retention or upgrading to a different impact level).

Impact Level 4 – Emergency operation (part cessation of airport operation tot he point of complete stop of airport operations)

Definition:

The defined critical impact level III occurs at least in one department of the key players/departments. The achievement of the critical level III leads to **serious impacts** on controlled airport operation.

Measures headquarter FRA:

See measures FRA impact level 1, 2 und 3.

Additional: Permanent opening of the ERIC for a continuous crisis management work.

Remark:

The crisis management group decides on further measures and the upkeep or change to a different impact level.

Impact Level 0 – Return to controlled operation (see impact level 4)

Definition:

The orderly return to controlled operation is taking place.

Measures headquarter FRA:

See measures FRA Impact Level 1, 2, 3 und 4.

Additional: Each department organizes the restart of all processes. The crisis management group coordinates the return to controlled operation.

Remark:

The crisis management group decides on the change to a different impact level.

During upgrading/downgrading from one impact level to a different one impact levels can be leaped (e. g. impact level 1 to impact level 3).

Commitment of the executive managers

The executive managers of all organizational units are within the bounds of their responsibility obliged to provide adequate precaution (substitute rules, necessary operational redundancies etc.) so that all processes can run smoothly despite absenteeism of employees.

As soon as the above mentioned situation is no longer guaranteed all described procedures and information must be initiated immediately .

Both, legal commitments and contract must be achieved with minor availability of staff. Each department values its own tasks, processes and commitments.

Measures are to be documented.



The crisis management group

In case of activation of the crisis management group of the Fraport AG all rules of the BA NOT (Emergency Procedures) take effect (part C point 4.2).

In addition to general constitution of the crisis management group (BA NOT, part C, 4.2.5.1.1) the following departments will be alerted:

Manager Human Resources

Manager Property and Facility Management

Manager Information and Communication Services

Chairman of the work council

Any questions?



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