

Emergency and Business Continuity Plan

緊急應變及
持續營運計劃

Ready for Everything

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Hactl is Hong Kong's largest cargo handler, working for over 100 airlines and 1,000 freight forwarders, and processing almost 2 million tonnes of cargo in 2014. Hactl works around the clock, every day of the year, and frequently handles up to 80 full wide-body freighters and many more passenger aircraft in a 24 hour period.

If Hactl were to shut down for an extended period, the impact on the whole of the massive Hong Kong International Airport operation would be catastrophic. Hactl's mission-critical importance to Chek Lap Kok means it simply cannot be allowed to fail.

Accidents and emergencies such as fires, building evacuations, aircraft accidents, power outages, IT systems failures, typhoons, dangerous goods spillages and armed robberies are all potential scenarios for Hong Kong's largest cargo handler.

Hactl's Emergency and Business Continuity Plan (EBCP) sets out how it should minimise the impact of any major incident, and return to normal operation in the shortest possible time.

Thorough Planning Can Save Lives

Thorough and professionally-managed planning for such incidents can make all the difference – in extreme situations, it could save lives, as well as avoiding irreparable damage to the business and its customers.

The core EBCP processes are comprehensive, setting out in infinite detail the procedures to be followed in any emergency, starting with the fundamental priorities – protecting people, business, customers and its relationships with all stakeholders.

The EBCP guides and supports the response to any incident or major

disruption, and covers all phases of the response. Effective communication is key to the EBCP: keeping all stakeholders fully aware of all aspects of the situation, and how it is being managed.

Regular Drills Test Hactl's Recovery Plan

Practice is everything, and regular drills ensure the elements of the plan function correctly in a simulated real-life emergency. The most recent drill practice was the ITDR (IT Disaster Recovery) earlier in 2015, which the company passed with flying colours. There are also regular power outage drills in which Hactl switches from main electrical power to standby generators, and desktop EBCP drills that test the company's ability to handle severe incidents such as DGR leakages and breakdowns of critical equipment.

The final part of the EBCP contains clear guidance on the equally important

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task of how to stand down its response, as any situation is stabilised and the process of returning to normal operation commences.

Taking Our Responsibilities Seriously

Hactl Finance Director Eugenia Ma is the Sponsor of Hactl Enterprise Risk Management. Says Eugenia: "Hactl's responsibility as Hong Kong's largest handler is one we take very seriously. We cannot allow any incident to cause long-term disruption to this mission-critical element of the airport's operations."

"EBCP is an integral part of Hactl's corporate governance. Our customers, staff and stakeholders can rest assured that Hactl has done everything it can to prepare for the worst, and committed to restore operations in the fastest possible time."



Eugenia Ma, Hactl Finance Director
香港空運貨站財務董事馬月君

香港空運貨站是香港最具規模之航空貨運站營辦商，為超過100家航空公司及1,000家貨運代理提供卓越的處貨服務，在2014年便處理了接近200萬公噸貨物。貨站年中無休，全天候運作，經常於24小時內處理多達80班全貨機及更多架次客機的貨物。

香港空運貨站的業務對整個赤鱗角機場的運作舉足輕重。若貨站於一段時間內停止運作，將會對整個香港國際機場造成重大打擊。貨站肩負著如此重任，絕不容有絲毫閃失。

任何意外和緊急事故，如火災、疏散、飛機意外、停電、資訊科技系統故障、颱風、危險品洩漏和持械劫案等，都可能是香港空運貨站需要面對的突發事故。貨站的緊急應變及持續營運計劃（EBCP），詳細列出如何減低緊急事故對貨站運作的影響，並在最短時間內恢復正常運作。

計劃周全 避免損失

周全及專業的應變計劃可扭轉意外事故所帶來的影響，除可保障生命外，也能避免事故對貨站業務及客戶所造成的損失。

香港空運貨站的緊急應變及持續營運計劃覆蓋範圍廣泛，以保護公眾、業務、客戶及與持份者的關係為首要目的。

此計劃提供各種緊急事故於每個階段的應對指引及支援。而有效和及時的溝通更是

此計劃的關鍵，故此，貨站會確保所有持分者得知有關事故的最新進展和應變方案。

定期演習 盡快恢復運作

進行定期緊急事故演習，可確保香港空運貨站在面對真正緊急事故時，可順利執行緊急應變及持續營運計劃內的各項應變措施。貨站最近一次模擬資訊科技系統發生故障的演習，已於2015年初順利舉行及通過所有測試。除此之外，貨站亦會定期進行模擬停電和其他緊急事故的演習。貨站於停電事故演習期間會從使用主要電源，改為利用後備發電機供電；亦透過危險品洩漏及主要機件故障等緊急事故模擬演習，測試貨站應對及處理這些嚴重事故的能力。

此計劃亦清楚列明當緊急事故受到控制後，各應變小組的撤退指引，及回復貨站正常運作的程序。

肩負重任 妥善管理風險

香港空運貨站財務董事馬月君為貨站企業風險管理保證人，她表示：「香港空運貨站作為香港最具規模之航空貨運站營辦商，有責任避免緊急事故對整個機場運作造成長時間的影響。」

馬月君續說：「緊急應變及持續營運計劃是香港空運貨站企業管治的重要一環。我們可以向客戶、員工及持分者保證，一但遇上緊急事故，貨站已有萬全準備，並會盡力於最短時間內修復所有故障系統，全面恢復貨站正常運作。」