

DHS GmbH  
Am Hagen 5  
59368 Werne



# Business Continuity Plan

## BCP

Prepared for: All Stations

Prepared by: DOM

Updated locally by:

Last Update:

This version supersedes all previous versions released prior to the date of issue.

This document will enable the station to identify the critical tasks/areas to be considered.

Please engage with your Airport to complete the relevant sections below.

Note: Consult and refer to your LCP for contact information. This document should assist you in identifying possible areas of weakness and assist you in identifying alternative resources. Realistic, cost-effective solutions should be sought.

Complete all sections (use N/A for sections that are not relevant). Each Section comprises of a question or statement of facts. Examples of possible answers have been provided as guidance only - please delete the example answers and complete your own. Once you have done this it will enable you to determine your critical areas of risk, who your contact persons will be in an event, first response actions, etc. to continue with business under the circumstances).

Record of revisions

| Part | Title | Original Issue | Latest Review |
|------|-------|----------------|---------------|
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Change revision summary

| Part | Description of change |
|------|-----------------------|
|      |                       |
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|     |                                  |
|-----|----------------------------------|
| 1.1 | Site / Airport Name (Short Code) |
|     |                                  |
| 1.2 | Background to the Site / Airport |
|     |                                  |

## Airport Facilities:

|     |  |
|-----|--|
| 1.3 | Identify the Site / Airport Facilities and Operation   |
|     |  |
| 1.4 | Which other handlers / businesses operate at the Site? |
|     |  |
| 1.5 | Airlines / Customers                                   |
|     |  |
| 1.6 | Details of Current Schedule                            |
|     |  |
| 1.7 | DHS services at the Site / Airport – What do you do?   |
|     |  |
| 1.8 | Please document Normal Operational staff levels        |
|     |  |

## DHS Facilities and Equipment:

|      |   |
|------|---|
| 1.9  | What facilities do DHS have at the Site / Airport?            |
|      |   |
| 1.10 | Does DHS offer any other specialist services at your station? |
|      |   |

|      |   |
|------|---|
| 1.11 | What % of passengers are transfers?                   |
|      |   |
| 1.12 | What are the Operational Restrictions at the Airport? |
|      |   |
| 1.13 | What is the worst time an incident could occur?       |
|      |   |
| 1.14 | What services is DHS dependent on at the Airport?     |
|      |   |
| 1.15 | What is the Official divert Airport?                  |
|      |   |

#### Assessing the Impact and Recovery Options

DHS Airport Operations are dependent on the Airport Authority for provision of the Airport facility. In order to plan for the element that DHS can control, it must first understand the strategy and structure for the recovery of the Airport. To this end contact must be made with the Airport Authority to assess their current state of readiness to increase the chance of an efficient recovery. Please complete the following after the meeting with the Airport Authority.

|     |  |
|-----|--|
| 2.1 | Does the Airport Authority have a Business Continuity Plan, which addresses the issue of denial of access to the Terminal Buildings?<br><br>If yes what provision is made for the reinstatement of DHS operations? |
|     |  |
| 2.2 | Do the suppliers of services to DHS at the Airport have Business Continuity Plans to ensure the continuous provision of service to DHS? (If applicable)  |
|     |  |

#### Impact and Recovery:

|     |  |
|-----|--|
| 2.3 | What is the prioritisation of handling aircraft given an interruption? |
|     |  |

### History of Business Interruption at the Airport:

This section attempts to build on knowledge of previous incidents that have occurred at the Airport. By determining how an incident was previously handled the intention is to build on the elements of the recovery that were successful. Further, it will identify the nature of the impacts caused by the interruption. Please confine your answers to incidents resulting in:

- Denial of access to Terminal Buildings or Offices;
- Loss of systems;
- Loss of power;
- Loss of phone communication;
- Loss of critical staff.

Do not include weather or other problems addressed by local emergency procedures manuals.

|     |  |
|-----|--|
| 2.4 | Nature of the incident and Impacts experienced.  |
|     |  |
| 2.5 | Is it possible that our competitors or Partners could provide handling from another part of the airport at a time DHS are denied access? If Yes identify which Airlines. |
|     |  |

### Recovery facilities in place:

|     |  |
|-----|--|
| 2.6 | What recovery facilities do you have in an alternative location? |
|     |  |

### Risk Reduction

What arrangements are in place at the Airport that reduces the risk of the event happening or having the full potential impact? Either in terms of facilities or training of staff that will ensure the chance of the business process being interrupted is limited.

|     |  |
|-----|--|
| 2.7 | Please document Risk Reduction activities in place |
|     |  |
| 2.8 | How is data on PC's backed up locally?             |
|     |  |
| 2.9 | Is there any electrical backed up locally?         |
|     |  |

## Completing the BCP Strategy:

|     |   |
|-----|---|
| 3.1 | Question- What is the purpose (Intent) of this plan?  |
|     |   |
| 3.2 | What is the scope of the Airport Plans?   |
|     |   |
| 3.3 | What is the Airport strategy if denied access to the Terminal Buildings?  |
|     |   |
| 3.4 | What is the Airport strategy if denied partial access to the Airport Buildings?<br><i>Initial reviews and examinations of recent incidents have shown that a partial denial of access has proved more problematic to deal with than the complete denial of access. If the airport is completely closed then Airports will follow the standard procedures, this is often used when weather closes an Airport. These procedures are documented in the Local Procedures.</i> |
|     |   |
| 3.5 | What is the Airport strategy for denial of access to DHS systems? Systems include phones.   |
|     |   |
| 3.6 | What is the Airport strategy for a loss of key personnel?<br>If the Airport has individuals who have skills not possessed by any other member of the Airport staff how would you cope without them? You will need to include details of this in your Plans.   |
|     |   |