

WHAT IF TOMORROW DOESN'T GO AS PLANNED?

Managing disruption before it manages you

LET'S GET STARTED

Kahoot challenge!



Kahoot!

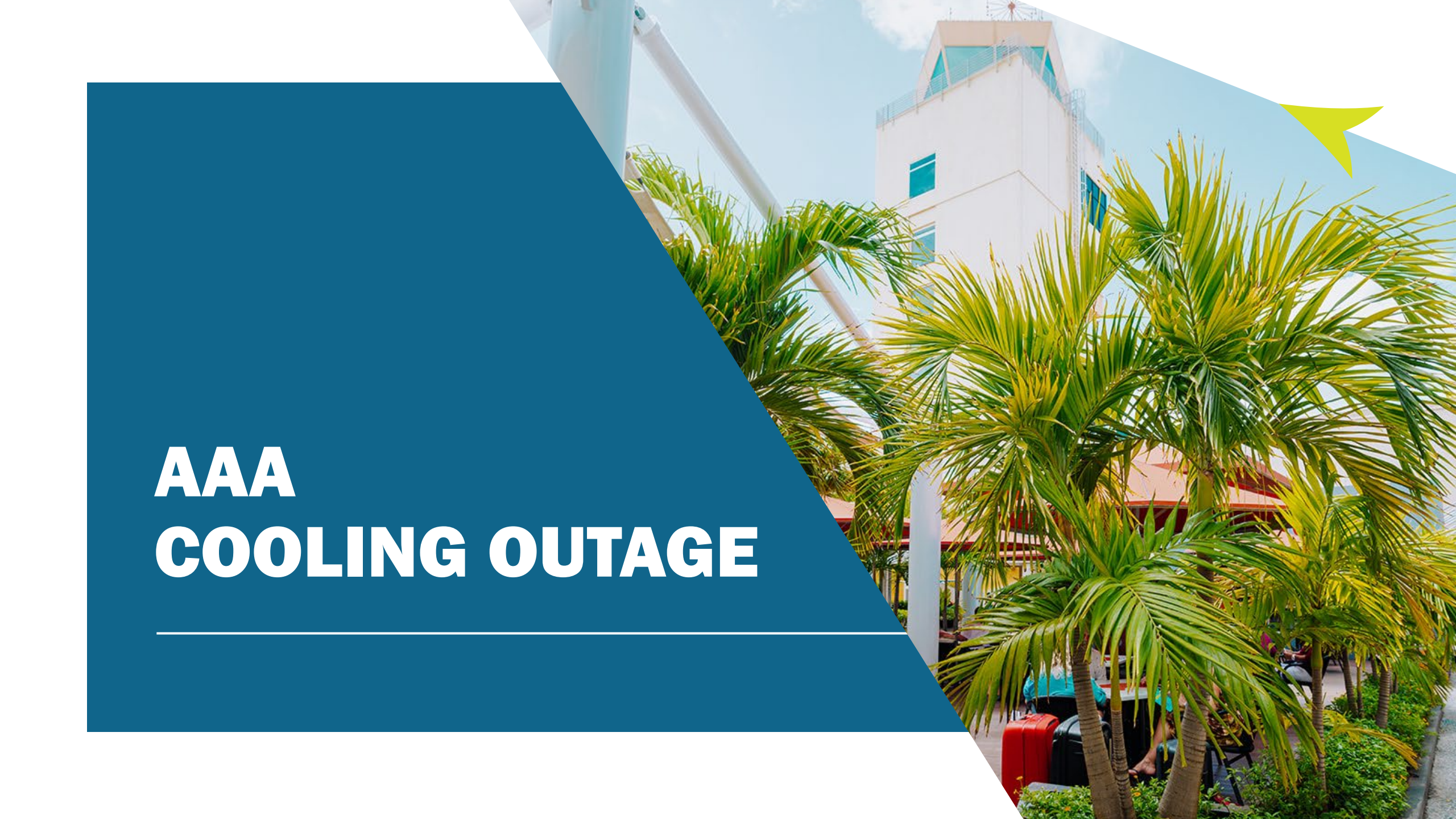
5 Questions

1st Prize

2nd Prize

3rd Prize

AAA
COOLING OUTAGE



TIMELINE Day of Incident

9 August 2024

06:30 am
Notification of incident

09:00 am
It became clear what the effects of the incident was:
HVAC outage

09:06 am
Affected areas became known

10:40 am
Temperatures have increased up to 27 degrees
Notam published Airport closed for 3 hours. Several incoming flights are being diverted.

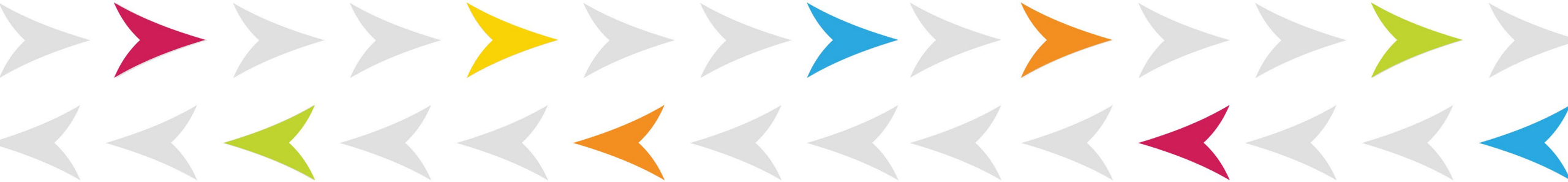
13:01 pm
Notam extension for 6 hrs. published, and more flights are diverted or cancelled at a later moment.

16:54pm
1. Airport remains closed; All flights cancelled, no rescue flights.
2. Notam extended until 23:00
3. Airport will open again at 07:00 am on August 10

22:30pm
Cooling restored

EFFECT What was not working and why operations was unable to continue

- Rising temperatures
- Condensation
- Unclear timeline of repair completion
- Safety: Passenger crowding

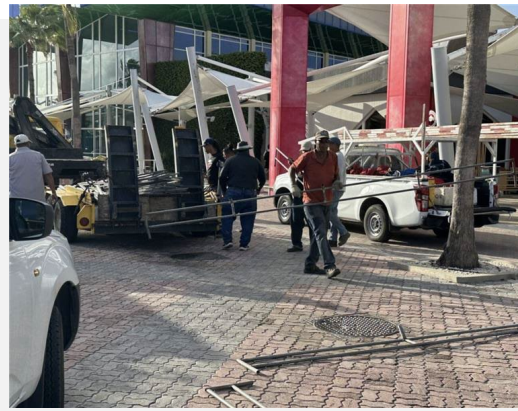


RESULT no flights, airport closed



APPROACH IN HOW TO DEAL WITH THE SITUATION





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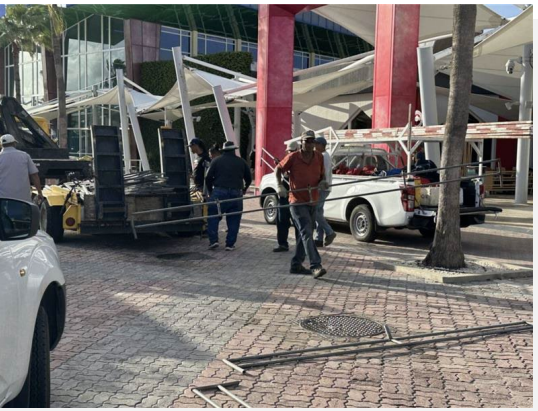






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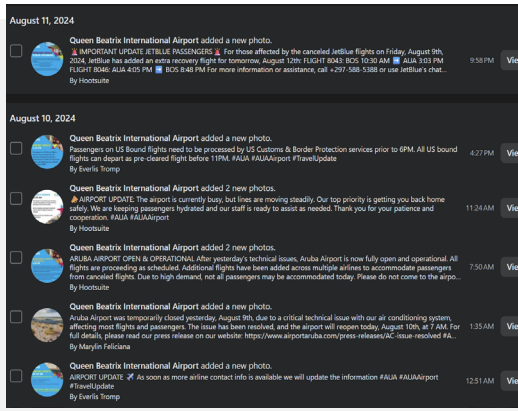




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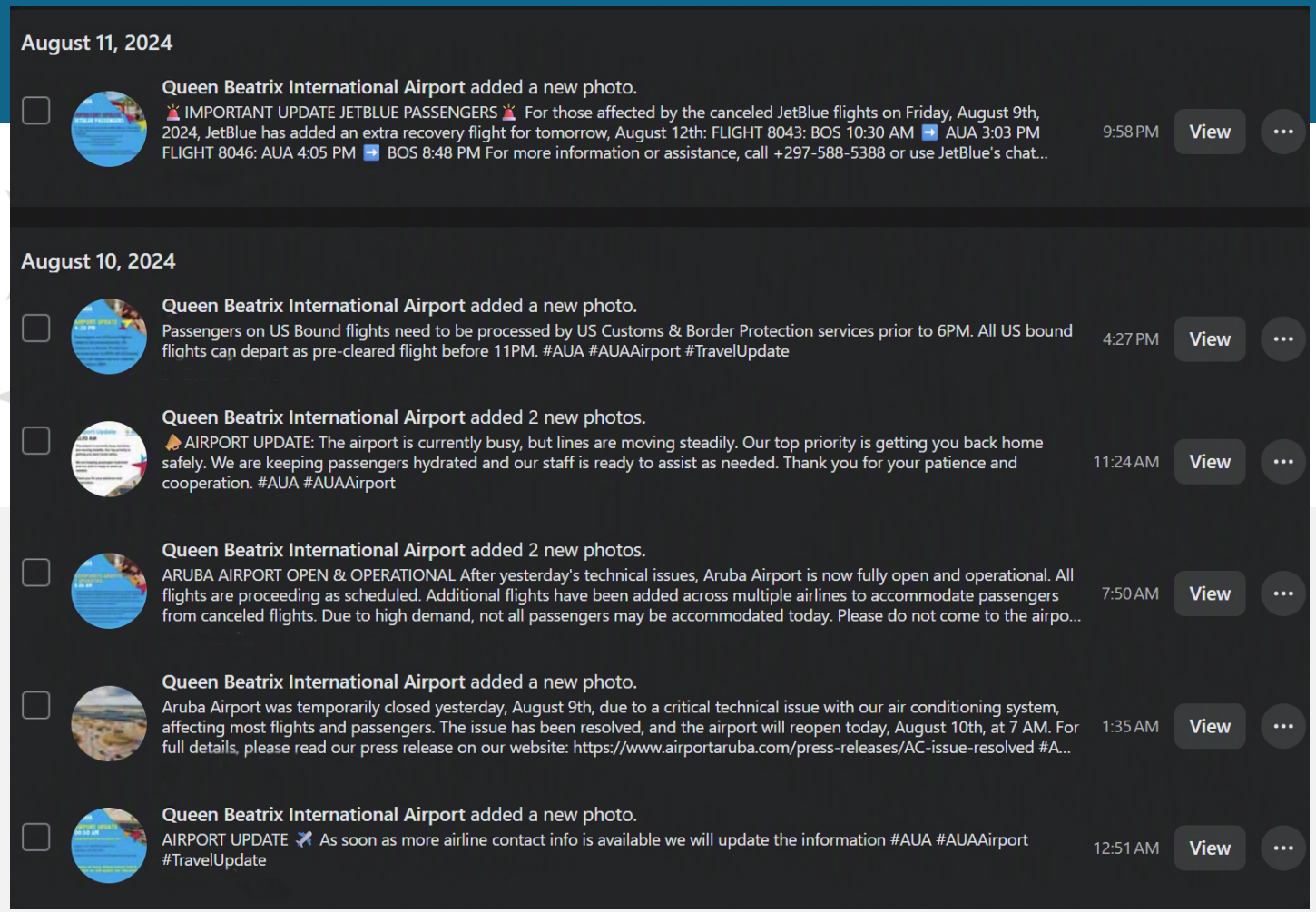




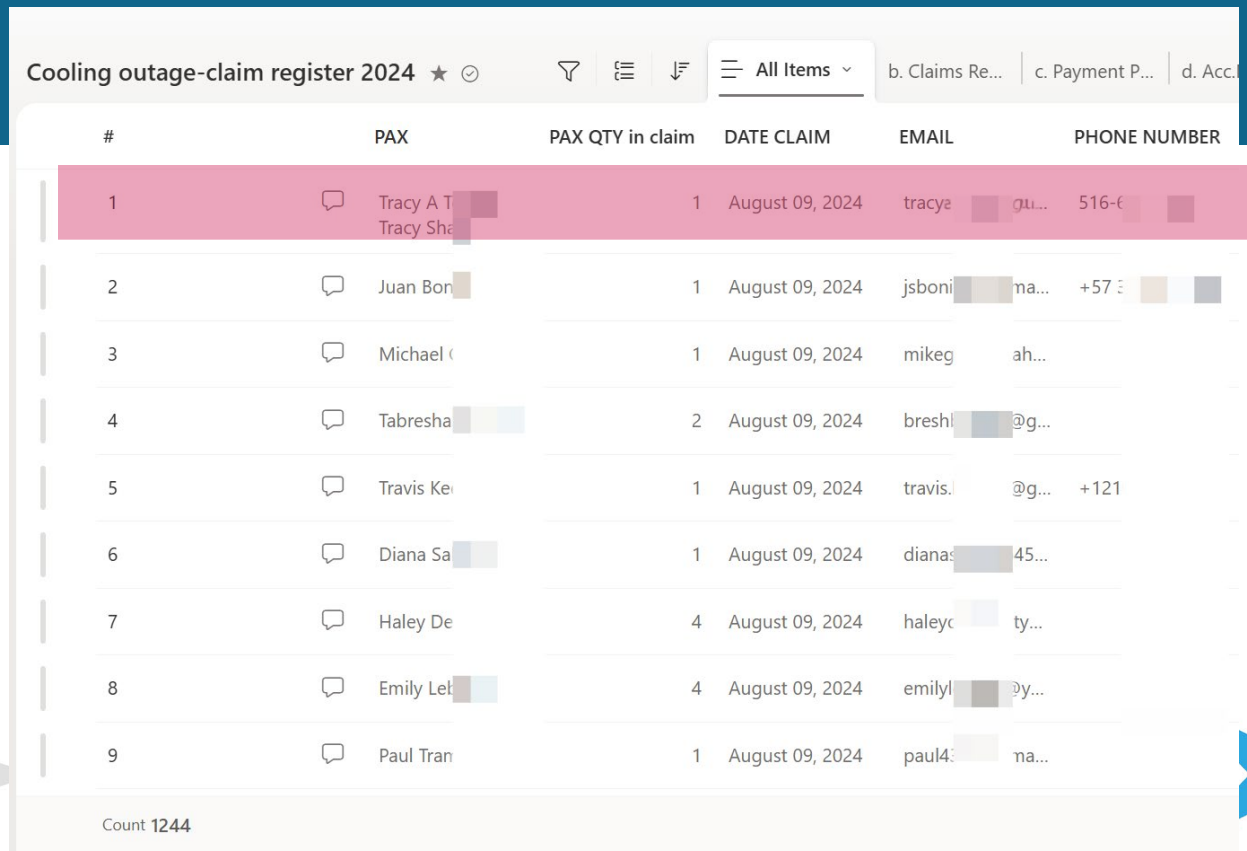


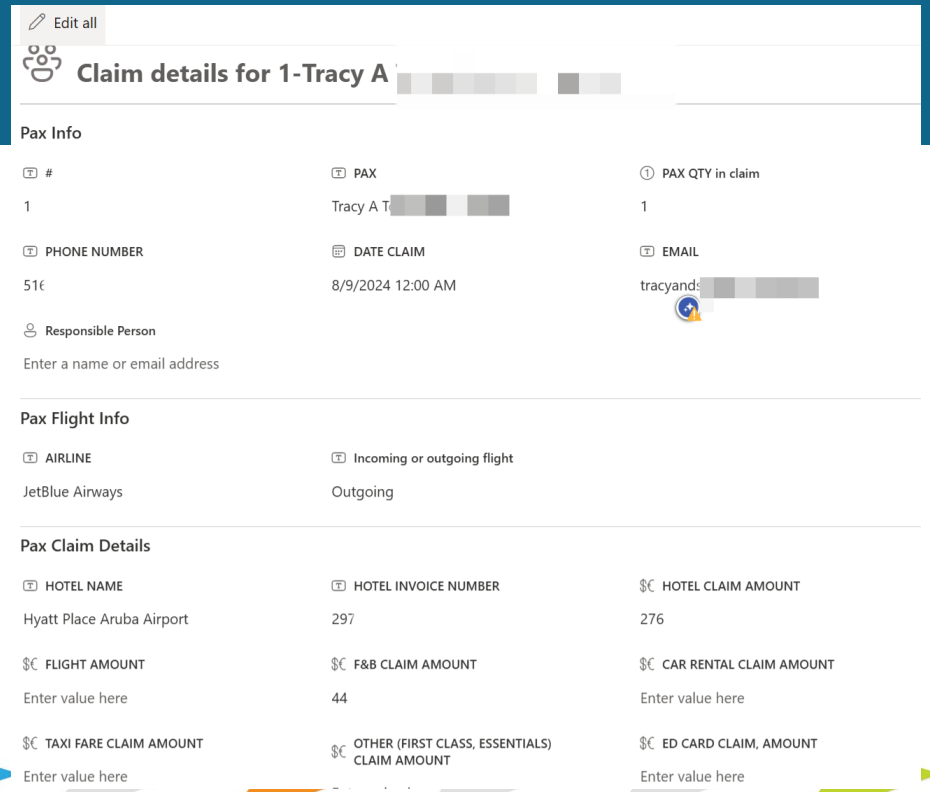
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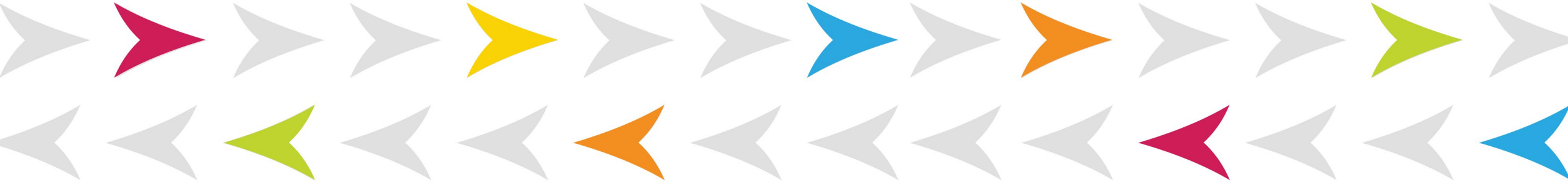
POST INCIDENT Claims Handling





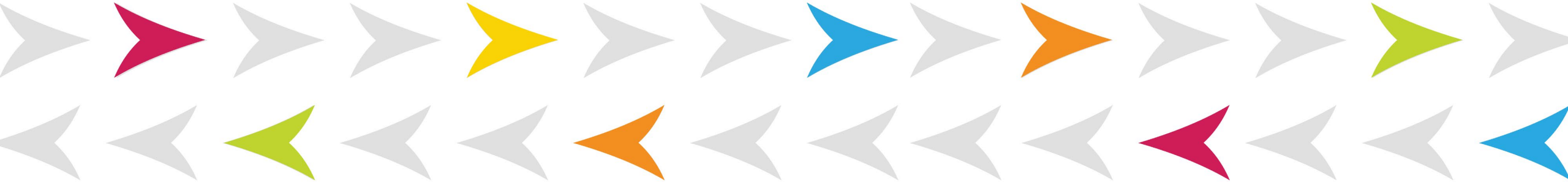
POST INCIDENT Service Level Agreements

- Identify key stakeholders
- Discuss requirements
- Draft & finalize SLA’s



POST INCIDENT Communication

- Internal: Airport Staff
- External: Airport Community, Passengers & Press
- Stakeholders: Board, Government, Industry Partners, Crisis Management Office

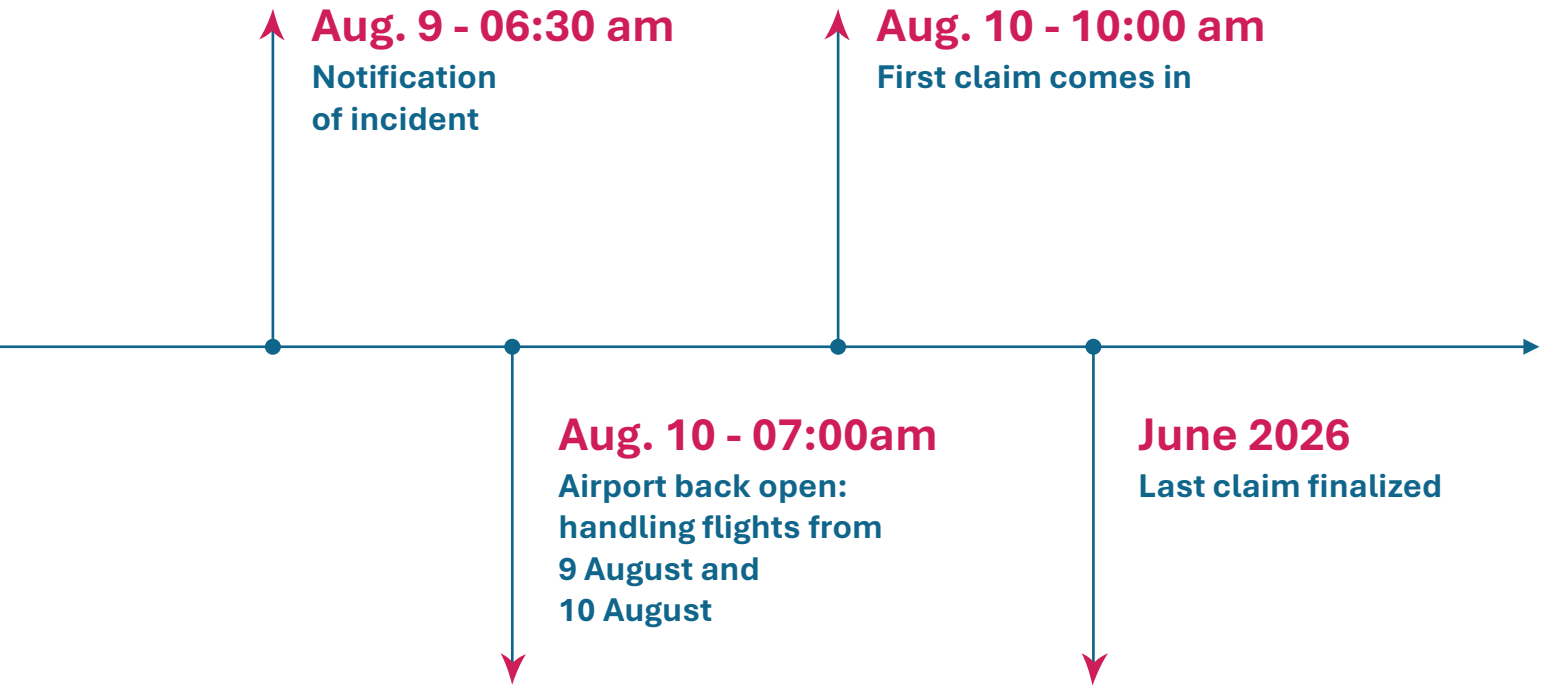


POST INCIDENT Cost

- Root cause analysis
- Costs of crisis & operational management during August 9 and 10
- Total of 1244 claims

TIMELINE Total Duration of Incident

August 9, 2024 – June, 2026



LESSONS LEARNED

- Communication channels had to improve
- Stakeholders importance
- Stakeholders also need to have a certain extent of a BCP
- BCP drafted and tested
- SLA’s with key providers
- Organization of people helping in crisis mode
- Identification of tools and materials needed during a crisis



A SCENARIO



It's Monday 7:45 AM



- Your first patients arrive in 15 minutes.
- Your system won't start.
- You cannot access patient records.
- Phones are down.
- Your IT provider says: *“we're investigating.”*

- **What do you do next?**
- **How long could you continue operating?**

BUSINESS CONTINUITY PLAN



BUSINESS CONTINUITY PLAN

BCP

- What is Business Continuity?
- Why Have a BCP?
- What Could Disrupt Your Practice?



THE REAL QUESTION



Not “Can we prevent everything?” but

“Can we continue delivering critical care when something goes wrong?”

Business Continuity Planning is essentially answering three questions:

- What absolutely must continue?
- How long can we be without it?
- What will we do if it becomes unavailable?

ACTION

What Can You Do Tomorrow?

Will You Be Ready?

What If Tomorrow Doesn't Go as Planned?



THANK YOU!

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Let's Stay Connected

AUA
AEROPUERTO INTERNACIONAL REINA BEATRIX