



**Turks And Caicos Islands
Civil Aviation Authority (TCICAA)**

BUSINESS CONTINUITY PLAN

MAY 2010

MANAGEMENT IN CONFIDENCE

***Turks & Caicos Islands Civil Aviation Authority (TCICAA)
Business Continuity Plan***

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Business Continuity Plan

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Distribution

Copy No: 1- Managing Director – at home address
2- Deputy Managing Director- at home address
3- Senior Flight Inspector- at home address
4- Office Administrator-at home address
5- Technical Records Clerk-at home address
6-Civil Aviation Authority Headquarters, Hibiscus Square-in a secure cabinet.
7-Civil Aviation Authority Office Providenciales-in a secure cabinet.

All copies to be kept in a sealed envelope until required for use.

Date of issue: 9/06/10

**Owned by: Mr. Thomas Swann, Managing Director of Civil Aviation Authority
(MDCAA)**

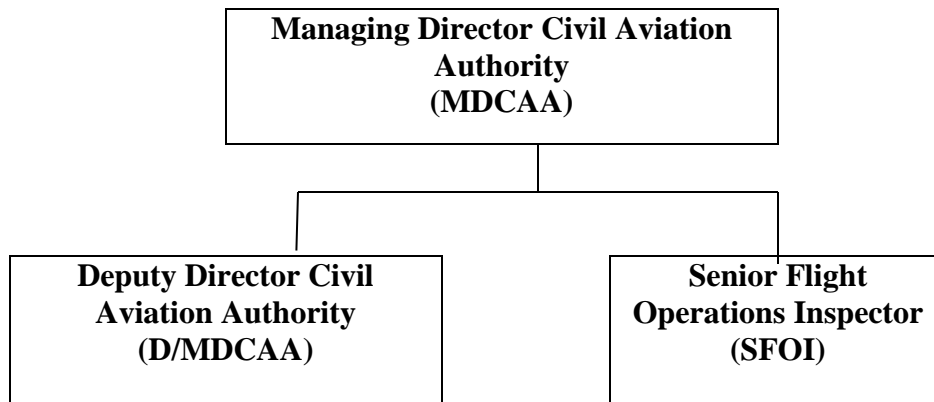
Invocation of Business Continuity Plan

This will be invoked if CAA Headquarters Hibiscus Square is unusable or access has been denied because of an internal or external incident e.g. fire, burglary, Hurricane, flood etc. The necessity to invoke the company's BCP will be communicated by Civil Aviation Authority's top level crisis management team and cascaded to staff as required.

If a staff member is the first on the scene, not having previously been notified by Civil Aviation Authority management, then they must immediately telephone the MDCAA, DMDCAA & SFOI.

1. Civil Aviation Management Team

The Crisis Management Team in Civil Aviation Authority consists of the MDCAA, D/MDCAA & SFOI.



Note: if none of the above named posts were available, the most senior member of staff available would be nominated as the Crisis Team Manager.

2. COMMUNICATION PLAN

2.1 Internal

Out of hours contact and telephone communication flow for initial notification of disaster/crisis (see appendix A) **Private and confidential.**

- a) Home telephone number and/or
- b) Mobile telephone number

The Crisis Management Team will be located at the CAA Headquarters and or the Providenciales Office, Telephone Numbers: 1-649-946-2137/1-649-941-8085 provided they are accessible and usable.

2.2 External

Air Safety Support International (ASSI) contacts (see Appendix B) Commercial in Confidence.

- a) Contact name
- b) Office Address
- c) Office telephone Number
- d) Office Fax number
- e) Office E-mail

All mail to be redirected to CAA Providenciales office where it will be sorted into order of priority by the crisis management team. The Office Administrator's office will be able to organise the redirection of internal mail however, the redirection of the external mail will need to be arranged through the local general post office. It will then be either forwarded to the appropriate member of staff or stored pending resumption of normal office operation.

3. Prioritisation of Business Critical Activities

Prioritisation of business-critical task to be carried out during the immediate post disaster period will be in accordance with CAA Policy relating to Health & Safety.

Business Critical Task	External Impact (i.e Major Minor etc)	Details of Interim Process	Priority 1 to5 (1 is highest) Criticality –S/L
Internal Communications	Minor	Senior Management Team have staff contact details available off-site.	1
External Communications	Major	Send out e-mail to main contacts and add statement to internet site, including emergency contact details. Also utilize the Exchange on the TCICAA website .	1
IT Back-up	Major	IT systems backed-up through SRG and then backed-up again offsite. Access needs to be provided through Steria.	1
Updates to the Governor/ Government and ASSI.	Major	Ensure regular contact is made to Governor's office/responsible ministry and ASSI to update on progress.	2

Note: Recovery to normal operations will be determined by Civil Aviation Authority Crisis Management Team, once suitable accommodation, facilities and equipment have been reinstated.

Normal timescales for response to communications may not be achievable during the recovery period.

4. Utilisation of Resources by Crisis Management Team

4.1 Location for Initial post-disaster meeting of Crisis Management Team:

This will normally be the CAA Headquarters Office however, to be decided by MDCAA or nominated Crisis Management Team on the day. Items for discussion will include travel arrangement, accommodation, and availability of Key members of staff.

4.2 Premises for Continuation of Business Critical Activities:

Civil Aviation Authority Headquarters
Hibiscus Square
Pond Street
Grand Turk
Telephone: 1-649-946-2137.

4.3 Proposed deployment of staff

Key personnel will be relocated to CAA Headquarters/CAA Providenciales office; these will include:

Managing Director.
Deputy Managing Director.
Senior Flight Operations Inspector Policy.

For Accommodation at Civil Aviation Authority

Appendix A

Civil Aviation Authority Staff Contact List

Location	Name	Email	Telephone Numbers	Position
Grand Turk	Thomas Swann	tswann.caa@tcway.tc	649-332-1022	MD
Providenciales	Peter Forbes	Pforbes.caa@tcway.tc	649-331-1614	DMD
Grand Turk	Paul Thomas	Pthomas.caa@tcway.tc	649-331-1613	SFOI
Providenciales	Angela Williams V.	Awilliams.caa@tcway.tc	649-331-8783	OA
Grand Turk	Chanese Simms	Cssims.caa@tcway.tc	649-332-8383	ACCT
Grand Turk	Keith Malcolm	Kdmalcolm.caa@tcway.tc	649-332-8784	SAI
Providenciales	Onward Hamilton	Ohamilton.caa@tcway.tc	649-331-7359	AI
Grand Turk	Clarence Astwood	Castwood.caa@tcway.tc	649-331-0691	AI
Providenciales	Arthur Bassett	Abassett.caa@tcway.tc	649-331-8788	FOI
Grand Turk	Darrak Williams	Dwilliams.caa@tcway.tc	649-331-1625	ATSI
Providenciales	Andrea Thomas	Athomas.caa@tcway.tc	649-331-8786	EO
Grand Turk	JKabrina Williams	Kwilliams.caa@tcway.tc	649-331-4455	S
Grand Turk	Sharone Williams	Srobert.caa@tcway.tc	649-333-6208	CO
Grand Turk	Bianca Williams	Bwilliams.caa@tcway.tc	649-333-8787	QM/TRC

Appendix B

ASSI Contact List

Air Safety Support International
Floor 2, The Portland Building
25 High Street
Crawley
West Sussex
RH10 IBG
United Kingdom

Telephone: +44(0) 1293 214040
Fax: +44(0) 1293 214069

Maria Boyle
Chief Executive Officer
Tel: +44(0) 1293 214041