



Hamad International Airport partners with BSI to earn customer trust for its operational resilience during COVID-19 and beyond



Opened in 2014, Hamad International Airport (HIA) in Doha, Qatar, is a 5-Star airport designed to provide the ultimate passenger experience for global travellers. Its opening marked a new era for the aviation sector in Qatar, and in 2020, the airport was ranked the “Third Best Airport in the World”, among 550 airports worldwide, by the SKYTRAX World Airport Awards.

The fact that the airport’s Business Continuity Management System has been independently audited by BSI differentiates the airport from its competitors and inspires trust in its passengers, as well as stakeholders.

ISO 22301 provides the framework to conduct training and exercises, and it made the critical difference when the COVID-19 pandemic struck in 2020. It enabled HIA to continue to deliver high levels of passenger service and seamlessly react by:

- Continuing operations while enabling staff to work effectively and safely from home
- Identifying secondary locations for the operations control centre
- Disinfecting critical areas
- Reassessing demand (slots) and long-term parking sites
- Facilitating a sharp increase in cargo flights
- Executing effective crisis management communications

Hamad International Airport achieved this, while continuing major expansion works, to support its strategic objective of remaining one of the most operationally efficient airports in the world, and to deliver the ultimate passenger experience in the airport-of-the-future as it grows to welcome more than 53 million passengers by the FIFA World Cup Qatar 2022™.



Find out more: [bsigroup.com](https://www.bsigroup.com)



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Hamad International Airport
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“For an organization to respond efficiently to a disruptive event requires all decision-makers, from the top down, to be trained and aligned with a best practice methodology. By gaining our ISO 22301 certification with BSI and embedding their training into our recovery plan, HIA was able to make risk-based decisions in real-time and demonstrate resilience in response to the COVID-19 pandemic.”

Ioannis Metsovitis
Senior Vice President
Operations



Client challenge

The success of HIA and its ability to continue to operate effectively during a disruption is dependent on alignment between a great number of stakeholders; including airlines, government entities and civil aviation authorities. Without clear collaborative plans and communication, the impact of disruptions has a knock-on-effect for all parties, as well as the passenger experience.

Every stakeholder had their own established methods, and the objective for HIA was to champion the business continuity mission to align everyone – as it's critical that all parties involved are collectively focused on resilience.

Providing clarity for teams across the business was also a critical objective. This included the need to define a common framework and approach for enterprise risk management and assign clear roles and responsibilities.

COVID-19 presented a real-life example of the need for teams to work closely – both internally and across external departments. For example, the HIA communications team ensured critical communication was reaching passengers and stakeholders in a timely way to spread awareness and help regain passenger trust and confidence in travelling.

BSI solution

HIA's executive management team strongly supported the implementation of an ISO 22301 business continuity management system. They recognized that it is their staff who would enable HIA to achieve business continuity.

“We did it to push our organization to the next level of resilience and to meet Qatar's business continuity standards. We wanted an external audit body who could not only review our processes independently but to also identify ways that will help take us to the next level. We didn't embark on certification to reassure ourselves of our operational effectiveness, we did it to inspire trust with our stakeholders. We recognized that there is always room for improvement and that BSI's audit findings would help us achieve it.” explains Senior Vice President Operations, Ioannis Metsovitis.

The ISO 22301 certification journey encouraged HIA to create a control centre with all the decision-makers from across the business, to help establish a common approach to incidents.

Using the ISO 22301 framework has helped HIA develop a more robust, sustainable and established crisis management community plan. The timing of the implementation meant HIA was well-positioned to successfully apply it during the real-life COVID-19 pandemic.

“Our business continuity management system made it much easier to respond to the pandemic, even though our teams were working remotely. It enabled better collaboration and support between our operations teams, which in turn improved stakeholder engagement and confidence.” Ioannis Metsovitis.



Why BSI?

HIA selected BSI for its brand reputation, high level of expertise and the value achieved through using the BSI Mark of Trust in its stakeholder communications to enhance trust and confidence.