

SKY-HIGH AVIATION DREAMS

航空夏日營 向夢想啟航



HONG KONG INTERNATIONAL
AVIATION ACADEMY | 香港國際航空學院
A DIVISION OF THE AIRPORT AUTHORITY HONG KONG



THIS MONTH'S CONTENTS

本月內容

COVER STORY 封面故事

Summer of sparking aviation dreams

夏日燃點航空夢



AIRPORT PARTNERS 機場夥伴

Plaza Premium First unveils a new lounge concept

環亞優逸庭提供全新貴賓室體驗

6

AROUND THE AIRPORT 機場要聞

Efficiently excellent

機場效率卓著

8



FOCUS 焦點

Celebrating the best of Broadway

百老匯經典表演

11

FEATURES 飛常事

Above and beyond customer service excellence

卓越顧客服務



12

GOING GREEN 環保天地

Friends of our Earth

推動環保 愛護地球

14

TIME OUT 忙裏偷閒

The magic of make-up

魔幻特技化妝

15



HKIA Tower, 1 Sky Plaza Road
Hong Kong International Airport
Lantau, HONG KONG
香港大嶼山香港國際機場
翔天路一號機場行政大樓
www.hongkongairport.com



Have a great idea for *HK Airport News*?
Contact us via
hkianews@hkairport.com
and tell us what you're thinking.
若你對《翱翔天地》有任何意見，
歡迎隨時與我們聯絡，電郵地址為
hkianews@hkairport.com

HKAirport NEWS

翱翔天地

The newsletter of Hong Kong International Airport
香港國際機場刊物

2018 Aug 八月 Issue 123 第123期

HK Airport News is published by Airport Authority Hong Kong. All rights reserved. This publication may not be sold. No part of this publication may be otherwise reproduced, adapted, performed in public or transmitted in any form by any process without the prior authorisation of Airport Authority Hong Kong.
© Airport Authority Hong Kong 2018
《翱翔天地》由香港機場管理局印製並保留一切版權。本刊物為非賣品。未經香港機場管理局授權不得複製、使用、向公眾以任何方式展示或傳播刊物內任何內容。
©香港機場管理局2018



Printed on environmentally-friendly paper ♻️



INSPECTING ENHANCED AIRFIELD OPERATIONS

視察提升飛行區運作效率措施

Airport Authority (AA) Chairman Jack So visited the apron on 23 July to inspect the Ground Services Equipment (GSE) Pooling Scheme at the airfield. Under the scheme, ramp operators are able to use the GSE stationed at each

parking stand to serve aircraft upon arrival. The GSE has been instrumental in helping to reduce apron traffic and enhance the work efficiency of ramp operators.

Accompanying Chairman So on the tour were AA Executive Director, Airport Operations C K Ng; Executive Director, Third Runway Kevin Poole; Deputy Director, Engineering and Technology Ricky Leung; and Deputy Director, Service Delivery Steven Yiu who explained the functions and operation of different kinds of GSE including electric cargo loaders, electric conveyor belt loaders, electric passenger steps and electric baggage tractors.

機場管理局主席蘇澤光於7月23日到飛行區巡視地勤設備共用計劃。根據這項計劃，停機坪服務營運商可在飛機抵達停機位時，使用停放於各個停機位的地勤設備，這不但有助減少停機坪的交通流量，亦可提高停機坪服務營運商的工作效率。

機場運行執行總監吳自淇、三跑道項目執行總監潘嘉宏、工程及科技副總監梁永基及機場運行副總監－運作及服務姚兆聰，陪同蘇主席視察停機坪的運作，並講解不同類型地勤設備的功能與操作，其中包括電動機場平台車、電動行李輸送帶車、電動機場客運升降台及電動行李拖車。





SUMMER OF SPARKING AVIATION DREAMS

夏日燃點航空夢

Students aspiring for careers in the aviation industry immersed themselves in a series of Aviation Summer Day Camps run by the Hong Kong International Aviation Academy (the Academy) throughout July and August. The camps were held for the second year running, following its successful launch last summer.

The five-day camp was open to students aged 16 or above, focusing on topics including Air Transport, Cabin Crew, Ground and Ramp Services, Aircraft Engineering, and Aviation Logistics. In six sessions throughout summer, talks and seminars were held that covered basic aviation theories and knowledge from aviation experts such as senior pilot trainers, cabin crews and aircraft engineers.

In addition to classroom teaching, the participants also gained first-hand experience of the real-life work environment at Hong Kong International Airport (HKIA) by going behind-the-scenes to observe the terminal airside and ramp operations.

Further enriching their knowledge were site visits to restricted areas including the Integrated Airport Centre, airline training centres, aircraft caterers, air cargo terminals, aircraft engineering and maintenance facilities, a commercial aviation service provider, an aviation fuel supplier, Airport Fire Contingent and the Government Flying Service.

The camp rounded up with group presentations where the students shared their learning and aspirations, which was followed by a certification ceremony to recognise their efforts at the camp.

Among the batch of 263 students this summer, Paco, Hanni and Joyce want to be cabin crew members or ground services staff. Meanwhile, Ryan is keen on fulfilling his dream to fly high as a pilot in the near future. Despite their different aspirations, they agreed that the camp helped broaden their horizons on the diversity and dynamism of the aviation industry.

Moving forward, the Academy will continue to work closely with industry practitioners to help nurture the next generation of aviation leaders. In August, the Academy is set to partner with the HKU School of Professional and Continuing Education (HKU SPACE) to roll out the Certificate in Airport Services and Operations programme, targeting young people aged 18 or above with the opportunities of 12-month full-salary internship provided. Designated group courses on the general introduction of HKIA are also available for group applications by local schools and organisations.

繼去年暑假成功首辦航空夏日營後，香港國際航空學院今年再接再厲，於7月及8月第二次舉辦一系列航空夏日營，讓有志加入航空業的學生參加。

為期五天的夏日營為16歲或以上學生而設，課題涵蓋航空運輸；空中、地勤及停機坪服務；飛機工程及航空後勤。夏日營共分為六節，設有多個講座及研討會，由高級培訓機長、機艙服務員及飛機工程師等專業人員講解基本航空理論和知識。



[1]

除了課堂學習外，學員亦有機會參觀香港國際機場客運大樓禁區及停機坪，親身了解機場背後運作與真實的工作環境。他們到訪了多個禁區範圍，包括機場中央控制中心、航空公司培訓中心、航膳供應商、航空貨運站、飛機工程和維修設施、商業航空服務供應商、航空燃油供應商、機場消防局及政府飛行服務隊等，藉以增廣見聞。

夏日營結束前，學員在小組專題簡報會中分享他們的學習體驗及抱負。隨後更進行證書頒發儀式，嘉許他們在夏日營付出的努力。

今年參加夏日營的學生共有263人，當中Paco、Hanni與Joyce希望成為機艙服務員或地勤服務員，而Ryan亦希望在不久將來能實現成為飛機師的夢想。儘管志向各有不同，但他們均認同參加夏日營有助增進對航空業多個範疇的認識。

展望未來，香港國際航空學院將繼續與航空業業務夥伴緊密合作，攜手培育新一代航空專才。於8月，航空學院與香港大學專業進修學院合辦「機場服務及營運證書」課程，為年滿18歲人士而設，並提供為期12個月的全職薪金實習計劃。航空學院亦開辦有關香港國際機場運作簡介的特定小組課程，適合本地學校及機構團體申請。



[2]

[1]
Participants of the Aviation Summer Day Camps visit the behind-the-scenes operations of HKIA.
航空夏日營安排學員參觀香港國際機場背後的運作。

[2]
(From left to right) Hanni, Paco, Ryan and Joyce say the Aviation Summer Day Camps have raised their interest in the aviation industry.
(由左至右) Hanni、Paco、Ryan與Joyce均表示，航空夏日營提升了他們對航空業的興趣。

[3]
Aviation experts offer basic aviation theories and knowledge to participants.
資深航空業從業員向學員教授基本的航空理論和知識。



[3]

SCAN
掃描QR code to browse programme details of the Academy
QR碼了解航空學院課程資料

Highlights of Recent Initiatives of the Hong Kong International Aviation Academy 香港國際航空學院近期的重點課程及活動

Date of commencement 開辦日期	Partner organisation 合作夥伴機構	Details 詳情
August 2018 2018年8月	HKU SPACE 香港大學專業進修學院	“Certificate in Airport Services and Operations” programme 「機場服務及營運證書」課程
September 2018 2018年9月	Vocational Training Council (VTC) 職業訓練局	“Diploma of Foundation Studies (Aviation)” - as part of the VTC Earn & Learn Scheme for the Aviation Industry VTC Earn & Learn職學計劃——基礎課程文憑（航空）
On a regular basis 定期舉辦	N/A 不適用	“Introduction to HKIA” programme 「香港國際機場簡介」課程
On a regular basis 定期舉辦	N/A 不適用	Outreach of primary and secondary schools, tertiary institutions and other organisations to introduce programmes of the Academy 於中、小學、大專院校及其他團體介紹航空學院課程

PLAZA PREMIUM GROUP

PLAZA PREMIUM FIRST UNVEILS A NEW LOUNGE CONCEPT

環亞優逸庭 提供全新貴賓室體驗

Plaza Premium Group unveiled a spacious 8,770-square-foot lounge Plaza Premium First at Hong Kong International Airport (HKIA) in July. Conveniently located near Gate 1 of Departures Hall, the lounge offers an elevated experience for elite travellers to unwind before embarking on the next stage of their journey.

Conceptualised by local designer Kinney Chan, the lounge emulates a calming oasis accentuated by its natural materials, soothing colours and scenic artwork that create a tranquil ambience. Passengers can rejuvenate at their own pace at the lounge with a whisky or crafted cocktail, a gourmet meal or a soothing massage.

Plaza Premium First offers additional services such as private shower rooms, complimentary



Wi-Fi and a dedicated VIP lounge space under a pay-per-use system.

A launch party was held on 25 July, officiated by Song Hoi-see, Founder and Chief Executive Officer of Plaza Premium Group, Airport Authority (AA) CEO Fred Lam and other representatives, marking a significant milestone for Plaza Premium Group in providing premium airport services at HKIA since 1998, just in time to kick off their 20th anniversary celebration.

環亞機場服務管理集團於7月在香港國際機場推出全新貴賓室——環亞優逸庭。這項設施位於離港大堂1號閘口附近，面積達8 770平方呎，讓尊貴旅客在寬敞

舒適的環境盡情放鬆，然後再踏上旅途。

貴賓室由本地設計師陳德堅設計，採用自然裝潢物料、平和色調與風景藝術裝置，營造恬靜泰然的氣氛，讓旅客仿如置身寧靜綠洲。旅客可在此品嚐威士忌、手工雞尾酒及美味佳餚，更可享受舒適的按摩服務。

環亞優逸庭亦設有其他服務，例如私人淋浴間、免費Wi-Fi服務及按使用收費的貴賓專用空間。

環亞優逸庭開幕酒會於7月25日舉行，由環亞機場服務管理集團創辦人兼首席執行官宋海西、機場管理局行政總裁林天福及其他代表擔任主禮嘉賓。環亞機場服務管理集團自1998年起一直在香港國際機場提供優質服務，而推出全新貴賓室標誌着集團發展邁進重要里程碑，為其慶祝20周年揭開序幕。





DUTY ZERO BY CDF CELEBRATES ITS GRAND OPENING 隆重開幕

CDF-Lagardère Company, a joint venture of China Duty Free Group and Lagardère Travel Retail, held an opening ceremony for its eight liquor and tobacco duty-free stores at HKIA under the brand name DUTY ZERO by cdf. China International Travel Service Limited General Manager Peng Hui, Lagardère Travel Retail Greater China CEO Eudes Fabre, and AA CEO Fred Lam officiated at the opening ceremony.

The stores cover a combined area of 3,400 square metres,



offering one of the world's most comprehensive Chinese liquor and tobacco products, as well as the widest selection of single malt whiskies amongst Asia-Pacific airports.

DUTY ZERO by cdf introduced a smart digital bartender, making HKIA the world's first airport to do so. The service enables passengers to order their cocktail from a menu by scanning their boarding pass. Passengers can also redeem a free alcoholic beverage using a boarding pass at the stores' tasting zones.

中免—拉格代爾公司在香港國際機場以「DUTY ZERO by cdf」品牌開設的八間煙酒免稅店正式開幕，出席開幕儀式的嘉賓包括中國國旅股份有限公司總經理彭輝、拉格代爾旅行零售中國大區總經理 Eudes Fabre 及機管局行政總裁林天福。中免—拉格代爾是中國免稅品集團與拉格代爾旅行零售共同成立的合資公司。

這八間店舖面積合共 3,400 平方米，提供全球機場最齊全的國產煙酒產品組合，以及亞太機場最齊全的單一麥芽威士忌組合。

DUTY ZERO by cdf 更引入智能數碼調酒師，令香港國際機場成為全球首個提供這種服務的機場。旅客只需掃描登機證，即可從餐牌點選雞尾酒，亦可在店內試酒區以登機證免費換領酒精飲品。

DREAM COME TRUE
MAKER WORKSHOP

NEW WORKSHOP MAKES DREAM COME TRUE 開設全新「夢想工作坊」

Dream Come True Education Park recently expanded its educational entertainment services at HKIA by unveiling its Dream Come True Maker Workshop near Gate 44 of the Departures Hall. The new store features a DIY service that allows parents to spend fun time with their children by helping them design their very own toys and accessories. The workshop also



offers product making programmes and virtual reality experiences to keep passengers entertained while waiting to board their flight.

Dream Come True Education Park is an educational and entertainment theme park at HKIA that enables children to explore their interests as they immerse in real-life work environments through role-playing activities in uniform.

童夢城通識學園最近開設「童夢城夢想工作坊」，藉以擴展教育娛樂服務範圍。新店位於機場離港大堂44號開口附近，提供親子手作活動，讓父母與子女一起設計並製作獨一無二的玩具及飾物。工作坊亦設有產品製作班及虛擬實境設備，讓旅客在候機時盡情玩樂。

位於機場的童夢城通識學園是集教育與娛樂於一身的主題樂園，小朋友可穿上不同職業的制服，在模擬實際的工作環境下參與職業體驗遊戲，藉此發掘自己的興趣。



1 EFFICIENTLY EXCELLENT

機場效率卓著

Hong Kong International Airport (HKIA) added to its list of distinctions when it was presented with the “Top Asian Airport Efficiency Excellence Award” by the Air Transport Research Society (ATRS) for the eighth time. The Airport Authority (AA) received the accolade during the four-day ATRS World Conference in July.

The award commended HKIA for demonstrating excellence across key areas including operational and managerial efficiency, cost competitiveness, financial performance and air charges. Overall, the airport attained the top ranking among its Asia-Pacific peers serving more than 40 million passengers annually.

香港國際機場最近再獲殊榮，第八次贏得航空運輸學會的「亞洲機場效率昭著獎」。航空運輸學會於7月舉行為期四天的全球會議，並在會上向機場管理局頒發獎項。

香港國際機場在營運及管理效率、成本競爭力、財務表現及機場收費等主要範疇表現出色，因而獲得表揚。在年客運量超過4 000萬人次的亞太區機場中，香港國際機場繼續穩踞領先地位。

2 AN AIRPORT FOR ALL CULTURES

機場多元共融

As part of the AA’s ongoing EXTRA MILE initiatives, a Cultural Diversity Appreciation Day was

held on 20 July to raise awareness and promote a more inclusive work environment at the AA.

AA staff gained a better understanding of the traditions, cultural norms and taboos of non-Chinese speakers (NCS) through an informative talk given by speakers from the HKSKH Lady MacLehose Centre. Booths were also set up to enrich staff’s appreciation of cultural diversity in fun ways, including testing their knowledge in quiz games as well as making spice bottles and Indian henna tattoos. Traditional and eco-friendly products handmade by NCS were also available for sale on the day.

機管局於7月20日舉行的「多元文化日」，為「EXTRA MILE里·想高飛」項目其中一



項活動，藉此讓員工認識不同文化，並推廣共融工作環境。

在活動當天舉行的講座上，來自香港聖公會麥理浩夫人中心的代表向機管局員工講解非華語人士的傳統、文化習俗及禁忌，增進他們對多元文化的認識。現場亦設有不同攤位，以生動有趣的方式介紹各種文化，包括文化知識問答遊戲、香料瓶製作及印度手繪紋身，更出售由非華語人士手製的環保與傳統產品。

3 CEMENTING A SAFE 3RS CONSTRUCTION

提高三跑道系統項目施工安全



In reinforcing its commitment to ensure safe operations throughout the construction of the three-runway system (3RS) project, the AA organised the first annual 3RS Safety Forum on 28 June. Over 150 participants comprising senior government officials, management of engineering consultancy and construction firms and the AA discussed topics focusing on



the theme “Construction Safety Innovation and Design for Safety”. This included the Augmented Collaborative Safety Culture Program and safety features incorporated into the design of the Terminal 2 expansion.

AA CEO Fred Lam, Executive Director, Third Runway Kevin Poole and other representatives from the AA, business partners and contractors then signed a safety charter to promote incident-free work sites for the construction of the 3RS.

A “3RS VCommit” safety and health promotion programme was also kicked off by the AA, aiming to foster “VCommit” spirits in which the AA is committed to innovation and safety on the 3RS project so that when completed, the project will improve Hong Kong’s construction industry in the years thereafter.

機管局於6月28日舉行首個年度「三跑道系統安全論壇」，藉此提高三跑道系統項目的施工安全，參加者超過150人，包括政府高級官員，以及來自工程顧問公司、建築工程公司及機管局的管理人員。論壇以「施工安全創新與安全設計」為主題，內容涵蓋加強協作安全文化計劃，以及在二號客運大樓擴建計劃的設計加入安全措施。

隨後，機管局行政總裁林天福、三跑道項目執行總監潘嘉宏、機管局其他代表、業務夥伴與承包商簽署安全約章，藉以在三跑道系統施工期間推廣「工地零意外」的訊息。

在論壇上，「三跑道系統我們承諾」安全與健康推廣活動亦正式啟動，藉此宣揚「我們承諾」的精神。機管局會致力促進三跑道系統項目的創新及安全，而在項目完成後將有助本港建造業界向前邁進。



The students conclude their internship experience with inspiring group presentations. 學生透過小組專題匯報，總結參與實習生計劃的體驗。

4 INNOVATIVE INTERNS

實習生分享創意構思

Some 110 students from six local and nine overseas universities as well as the Hong Kong Institute of Vocational Education (IVE) spent an enriching summer immersed in seven-to-eight week internships at various AA departments. The internship programme offered training activities ranging from orientations and airport visits to career planning talks and workshops on aviation-related topics - all designed to better prepare the interns for the real-life work environment.

In concluding the programme, the interns shared their learning experience and innovative ideas on enhancing passenger and

retail experience, application of smart technology and social media promotion at HKIA. In addition to AA senior management, representatives from local universities and IVE were invited to the Group Project Presentation and Internship Completion Ceremony to offer sound advice to the students.

約110名來自六家本地大學、九家海外大學及香港專業教育學院的學生完成機管局實習生計劃，度過充實的暑假。他們獲分派到機管局不同部門實習，為期七至八星期。這項計劃提供多項專為實習生而設的培訓活動，包括機場簡介與參觀、職業規劃講座及航空業相關工作坊等，讓他們體驗實際工作環境，為未來作好準備。

在實習結束前，同學分享了他們的學習體驗，以及為機場提升旅客和零售體驗、應用智能科技及以社交媒體作宣傳推廣提出創新構思。機管局高級管理層、來自本地多家大學和香港專業教育學院的代表獲邀出席小組專題匯報暨結業禮，向學生提供寶貴建議。



5 DRIVING A SMARTER AIRPORT

推動智能機場發展

The AA recently signed a Memorandum of Understanding (MoU) with Automotive Parts and Accessory Systems (APAS) R&D Centre hosted by the Hong Kong Productivity Council (HKPC) to establish their long-term collaboration on driving a smarter airport. The MoU lays the foundations for the parties' adoption and operation of intelligent connected vehicle technology to enhance HKIA's operations and services.

Under their agreement, the partnership primarily entails the sharing of information, ideas and materials relevant to the development and operation of vehicle-to-everything (V2X) communication. V2X communication involves the transfer of information from a vehicle to any entity that may affect the vehicle, and paves the way for enhanced road safety and traffic efficiency.



[5]

機管局最近與香港生產力促進局轄下的汽車零部件研究及發展中心簽署諒解備忘錄，就推動智能機場發展建立長期合作關係。這項備忘錄就雙方應用及操作智能網聯汽車技術訂立基礎，藉以提高香港國際機場的運作效率與服務水平。

根據協議，雙方合作主要包括分享開發及營運智能網聯汽車 (V2X) 通訊的相關資料、構思及材料。智能網聯汽車通訊是將資訊從車輛傳送至可與車輛互動的任何實體，從而提高道路安全及運輸效率。



[6]

6 HKG MY FLIGHT SHINES WITH SMART CITY AWARDS

「我的航班」智慧出行獲表揚

HKIA's HKG My Flight mobile app garnered the Outstanding International Airport App award during the Hong Kong Smart City Awards 2018 on 11 June. Organised by online financial news website etnet, the awards promote its underlying theme of "Smarter Innovations for a Better Hong Kong".

Since its launch, HKG My Flight mobile app has been widely used by travellers as it provides personalized and dynamic information throughout end-to-end passenger journeys at HKIA such as real-time flight status alerts, car park booking and augmented reality wayfinding which enables passengers to navigate the airport. In addition, the newly launched "Chatbot" function in the app can give passengers direct answers for typed or verbal enquiries.

於6月11日，香港國際機場「我的航班」流動應用程式在「香港智慧城市大獎2018」中奪得「傑出國際機場流動應用程式」獎項。該獎項由財經資訊網站《經濟通》舉辦，旨在推廣「智慧創新引領更理想香港」主題。

「我的航班」自推出以來一直獲旅客廣泛使用，為旅客提供在機場內的點到點個人化及動態資訊，如實時航班狀況提示、預約停車位，以及採用擴增實境技術在機場指示路向。此外，「我的航班」亦新增「Chatbot」智能客戶服務功能，旅客可直接輸入文字或以語音查詢。

7 MEEF AND FEF FUND NEW ECO-CENTRIC PROJECTS

改善海洋生態基金及漁業提升基金資助新生態項目

The AA recently announced that its Marine Ecology Enhancement Fund (MEEF) and Fisheries Enhancement Fund (FEF) have granted more than HK\$9.8 million towards eight projects over a 12-month period from 1 July 2018 to 30 June 2019. The funded projects are managed and conducted by universities, research groups and associations from the fisheries industry.

The MEEF has granted HK\$6.55 million to six research projects observing Chinese White Dolphins, mangrove ecosystems, Chinese horseshoe crabs and others. Meanwhile, two projects centred on pearl farming and technological applications designed to support local fisheries sales have received around HK\$3.25 million from the FEF.

The MEEF and FEF were established as part of the requirements of the Environmental Permit for the expansion of HKIA into a three-runway system (3RS). The funds aim to enhance the marine environment, ecology and fisheries resources within the vicinity of the 3RS project area.

機管局最近公布，改善海洋生態基金及漁業提升基金由2018年7月1日至2019年6月30日的12個月間，為八個項目合共提供980萬港元資助。資助項目由大學、研究機構及漁業團體負責管理及進行。

改善海洋生態基金向六個項目資助655萬港元，包括與中華白海豚、紅樹林生態系統及中國鸞相關的項目。漁業提升基金則向珍珠養殖及支援銷售本港捕撈漁獲的科技應用程式兩個項目，合共資助約325萬港元。

改善海洋生態基金及漁業提升基金是根據擴建香港國際機場成為三跑道系統的環境許可證所列條件而成立的基金，旨在提升三跑道系統項目範圍附近的海洋環境、生態及漁業資源。

CELEBRATING THE BEST OF BROADWAY

百老匯經典表演

Hong Kong International Airport took travellers on a Broadway musical journey to celebrate the summer holidays with a spectacular “Summer on Broadway” programme at the Meeters and Greeters Hall in Terminal 1. From 15 to 26 August, seven sensational shows were staged daily featuring 19 timeless musicals that

gained fame in Broadway theatres such as *The Sound of Music*, *Singing in the Rain*, *Mama Mia* and *Phantom of the Opera*.

Talented students and alumni of the Extension and Continuing Education for Life of the Hong Kong Academy for Performing Arts took to the stage and put on a show highlighted by a stirring combination of iconic Broadway music and riveting dances. Sporting vibrant outfits, the performers recreated unforgettable scenes from the musicals much to the delight of travellers in the heat of the summer season.

香港國際機場帶旅客走一趟百老匯歌劇之旅，為夏日注入精采活力。於8月15日至26日期間，一號客運大樓



接機大堂呈獻「百老匯之夏日狂想」，每天演出七場，呈現19齣家喻戶曉的百老匯音樂劇經典片段，例如《仙樂飄飄處處聞》、《雨中樂飛揚》、《媽媽咪呀》和《歌聲魅影》。

是次節目由香港演藝學院演藝進修學院的學生及校友傾力演出，獻上集合經典樂曲與舞蹈的音樂劇匯演。多才多藝的表演者換上活力十足的裝扮，重演一幕幕膾炙人口的歌舞場面，讓旅客歡度炎炎夏日。



↑ Tour/Hotel Catch
↑ 機場失物認領處
Airport Lost & Found

↑ T2 二號客運大樓
Terminal 2

↑ Transport to Mainland
↑ 行李寄存
Left Baggage





ABOVE AND BEYOND CUSTOMER SERVICE EXCELLENCE

卓越顧客服務

Hong Kong International Airport (HKIA) is renowned for its world-class services

that have provided a most welcome environment for international travellers. Working tirelessly both on the frontline and behind-the-scenes are outstanding airport community staff who were recently recognised during the annual Customer Service Excellence Programme (CSEP) award presentation ceremony on 18 July. Airport Authority (AA) CEO Fred Lam and Secretary for Transport and Housing Frank Chan were present to officiate at the ceremony.

This year, some 1,000 awardees were honoured for their outstanding customer service across categories including Excellence Awards in Individual, Corporate and Cross-Company. In addition, the programme handed out accolades to winners of the Best Check-in Service Award, Best Customer Service Enhancement Award, and Mystery Shopper Programme Excellent Service Award.

In celebration of the airport's two decades of operation, a series of HKIA 20th Anniversary Special Awards were also presented to airport business partners and service providers to acknowledge their continuous contributions to customer service excellence.

香港國際機場一直以優質服務享譽全球，讓國際旅客感到賓至如歸，這有賴機場前線及後勤員工多年來的竭誠服務。為表揚機場員工的卓越表現，機場管理局於7月18日舉行一年一度的「優質顧客服務計劃」頒獎典禮，並由機管局行政總裁林天福與運輸及房屋局局長陳帆擔任主禮嘉賓。

今年約有1 000名機場員工獲得嘉許，以表揚他們提供優秀的顧客服務。除了「個人卓越獎」、「企業團隊卓越獎」及「合作團隊卓越獎」外，這項計劃亦向得獎機構頒發「最佳辦票服務獎」、「最佳顧客服務躍進大獎」及「神秘顧客計劃優秀服務獎」。

為慶祝香港國際機場20周年，今年計劃亦特設一系列「香港國際機場20周年特別獎項」，以嘉許機場業務夥伴及服務供應商在過去多年對顧客服務的卓越貢獻。

Best Customer Service of the Year – Individual Excellence Award

Tsang Chi-wong
Nixon Cleaning Company Limited

個人卓越獎
— 年度最佳顧客服務
曾子煌
力新清潔有限公司



Glimmer of hope by giving a helping hand 伸出援手 燃點希望

Tsang Chi-wong personified kindness and consideration when he went to the aid of a visually impaired passenger while on duty at a male toilet at the Arrivals Hall. Noticing the man looking helpless at the toilet entrance, Tsang offered his arm to the man for support and ushered him into the toilet. He then assisted the passenger in finishing the everyday tasks, and guided the passenger to join his waiting companion outside.

曾子煌在接機大堂的男洗手間工作時，向一名視障旅客伸出援手，盡展關懷體貼的服務態度。當天，他留意到一名站在洗手間入口的男士需要協助，於是上前協助該名旅客使用洗手間，最後更帶該名旅客與在洗手間外等候的同行者會合。



Best Customer Service of the Year – Corporate Excellence Award
Immigration Department
企業團隊卓越獎
— 年度最佳顧客服務
入境事務處



Best Customer Service of the Year – Cross-Company Excellence Award
Airport Authority
Cathay Pacific Airways
Hong Kong Airport Services Limited
Hong Kong Aviation Ground Services Limited
合作團隊卓越獎 — 年度最佳顧客服務
香港機場管理局
國泰航空公司
香港機場地勤服務有限公司
香港航空地面服務有限公司



Devoted to helping visitors travel smarter
智能服務便利旅客

The Immigration Department introduced the innovative “Smart Departure” service at HKIA in October 2017, which has since provided a more efficient passenger immigration service. Utilising biometric technology, “Smart Departure” enables eligible departing passengers to register and use the self-service departure clearance through designated e-Channels. The new service has been instrumental in significantly reducing the waiting time for departure clearance.

The concerted effort of the Immigration Department in analysing passengers’ needs and feedback to formulate a customised “Smart Departure” service proved to be fruitful as around 1.8 million departing passengers used the designated e-Channels for clearance in the six-month period following its launch.

於2017年10月，入境事務處在機場推出嶄新的「離境易」服務，為旅客提供更便捷的離境服務。「離境易」利用生物特徵技術，合資格的離港旅客在登記後，便可經指定e-道使用自助離境服務。這項新服務大幅縮短旅客等候辦理離境手續的時間。

入境事務處致力分析旅客的需要及意見，並因應他們所需制定「離境易」服務。這項服務推出後的六個月內，已約有180萬人次離港旅客使用指定e-道辦理離境手續，足證其極具成效。

Secret Santa Claus: Deck the Halls

神秘聖誕老人：為旅客帶來驚喜

To spread the festive joy at the terminals, 25 staff from the AA, Cathay Pacific Airways, Hong Kong Airport Services Limited and Hong Kong Aviation Ground Services Limited worked hand-in-hand and formed a cross-company “Secret Santa Claus” team to attach delightful gifts including travel notebooks, luggage tags, festive headbands and teddy bears onto the baggage of selected flights. Passengers arriving at the baggage carousel were then in for a pleasant surprise.

The thoughtful gesture was impressive as the staff had to overcome the challenge of attaching over 3,000 gifts onto the baggage while also ensuring that they were delivered to the carousel on time.

為在客運大樓與旅客分享節日喜悅，25名來自機管局、國泰航空公司、香港機場地勤服務有限公司及香港航空地面服務有限公司的員工攜手合作，組成「神秘聖誕老人」團隊，在選定航班的行李繫上小禮物，包括旅行記事簿、行李牌、聖誕節日頭飾及玩具熊。當旅客在行李轉盤認領行李時收到這份禮物，既驚喜又窩心。

團隊須繫上超過3 000份禮物，同時要確保行李準時送達，確實是充滿挑戰，這項別具心思的行動亦令旅客印象難忘。

FRIENDS OF OUR EARTH 推動環保 愛護地球

The Airport Authority (AA) cemented its status as a leading advocate for sustainability when it received a trio of awards under the COOL Corporate Membership Scheme of Friends of the Earth (FoE). The AA displayed outstanding performances across various green aspects and was subsequently presented with the Gold Sustainability Leader Award, Best Performance Award in Energy and Best Performance Award in Food.

The scheme aims to recognise efforts of local organisations in

promoting sustainable communities such as environmental protection, encouraging employees to adopt a green lifestyle, and supporting FoE's community-wide green projects.

During the Corporate Social Responsibility Forum cum Awards Presentation Ceremony on 8 August, AA Assistant General Manager, Sustainability Mike Kilburn shared the AA's experience of adopting an airport-wide approach with its business partners to reduce the airport environmental footprint.

機場管理局憑藉在多個環保範疇的出色表現，獲地球之友「酷企業會員計劃」頒發三個獎項，包括「可持續發展領袖金獎」、「最佳能源表現獎」及「最佳飲食表現獎」，足證機管局在促進可持續發展的領導地位。

這項計劃旨在表揚致力推動可持續發展社區的本地企業，例如採取環保措施、鼓勵員工實踐綠色生活，以及支持地球之友的社區環保項目。

在8月8日舉行的「企業社會責任論壇暨酷企業會員計劃頒獎典禮」上，機管局可持續發展助理總經理吳敏分享了機管局與業務夥伴攜手合作的經驗，為整個機場推行環保措施，以減低機場對環境帶來的影響。



HACTL ENCOURAGES “DON'T WAIT, ACT NOW”

香港空運貨站 為環保坐言起行



[1]



[2]

Hong Kong Air Cargo Terminals Limited (Hactl) marked the latest phase in its “Green Terminal” environmental programme with an event entitled “Don't Wait Act Now” on 3 August. Attended by authorities, customers, business partners, Hactl staff and others, the event emphasised the pressing need for society to reduce its collective impact on the environment.

The highlight of the event was an upcycled fashion show featuring Hactl staff, their children and pets on the runway. Complementing the show was an interactive display, environment-centric games and a video presentation on Hactl's new communal water dispensers.

On top of installing and upgrading 78 new drinking water dispensers throughout SuperTerminal 1, Hactl handed out reusable water bottles and food containers with cutlery to its staff. Other waste reduction initiatives include discouraging the

use of plastic straws, providing sustainably produced linen bags, and placing wooden recycling bins made from recycled cupboards and flooring throughout its terminal.

於8月3日，香港空運貨站有限公司為其環保計劃「Green Terminal」舉行名為「Don't Wait Act Now」的活動，獲政府部門、客戶、業務夥伴、香港空運貨站員工及其他嘉賓參與支持。這項活動旨在喚起社會即時行動，以減少對環境造成影響。

這項活動的重點節目是一場升級再造時裝表演，並由香港空運貨站員工、其子女及寵物擔任模特兒，其他精彩環節亦包括互動顯示屏、環保主題遊戲，以及介紹香港空運貨站安裝新飲水機短片。

除了在超級一號貨站安裝78部全新飲水機外，香港空運貨站亦向員工派發環保水樽及食物容器連餐具，同時推出其他減廢措施，包括鼓勵停止使用塑膠飲管、提供環保購物袋，以及在貨運站放置木製廢物分類回收箱，而這些回收箱均以回收的櫥櫃和地板循環再造。

[1] Guests take part in the environmentally-themed DIY workshops. (Photo provided by Hactl)
嘉賓踴躍參與環保手作工作坊。(圖片由香港空運貨站提供)

[2] A young model joins her father, a Hactl staff member, on stage for a green fashion show. (Photo provided by Hactl)
香港空運貨站員工與其女兒在環保時裝表演中擔任模特兒。(圖片由香港空運貨站提供)

THE MAGIC OF MAKE-UP

魔幻特技化妝

Halloween may still be a while away, but airport community staff are now well prepared to spook revellers during the upcoming occasion. From June to August, the Hong Kong International Airport Recreation and Community Engagement



(HKIARaCE) organised a series of classes on special make-up to recreate realistic wounds and scars, similar to those applied on stunt actors for a dangerous movie scene. The participants also learned to use face and body painting techniques to create menacing skull faces reminiscent of characters from *The Nightmare Before Christmas*.

雖然離萬聖節還有一段時間，但機場員工已整裝待發，以各式古怪造型迎接節日來臨。機場同業綜藝社於6月至8月期間舉辦了特技化妝班，讓員工掌握多種特殊化妝技巧，例如造出電影驚險場面中特技演員身上的逼真傷口及疤痕。參加者亦學習運用面部及身體彩繪的技術，畫出電影《聖誕夜驚魂》角色的詭異骷髏臉。



STRONG TURNOUT TO GIVE BLOOD

捐血助人 踴躍支持

Some 84 staff from the AA and the airport community showed they had big hearts for a meaningful cause by participating in a Corporate Blood Donation Day at the Staff Lounge of HKIA Tower on 1 August. Organised by The Hong Kong Red Cross Blood Transfusion Service, the initiative encouraged people to support its message of “more blood, more life”. The AA responded with a strong turnout and received a Certificate of Appreciation from the Red Cross in recognition of its support for the blood donation drive.

8月1日，香港紅十字會輸血服務中心在機場行政大樓的職員活動室舉行企業捐血日，藉此鼓勵大家響應「多個人捐血救多幾個人」的訊息。是次活動有84名機管局及機場同業員工踴躍參與，機管局更獲紅十字會頒發感謝狀，以表揚其熱心支持捐血活動。



OUR GROWING HKIA FAMILY 機場大家庭

Airport Authority colleagues can submit their wedding or new born baby photos and stand a chance to receive an HKIA cash coupon valued at HK\$200. The selected images will be published in the next issue of *HK Airport News*.
機場管理局同事提交他們的結婚或新生嬰兒照片，即有機會獲得200港元的香港國際機場現金券。獲選照片將於下期的《翱翔天地》刊登。



Wilfred Hayson Cheung
張凱舜

3 months 3個月

Mother: Chloe Cheng

母親：鄭可盈

Terminal 1 Department
一號客運大樓運作部



Poon Sau Wo
潘修和

4 months 4個月

Mother: Yani Leung

母親：梁欣兒

Terminal 1 Department
一號客運大樓運作部

THE WORLD THROUGH YOUR EYES 放眼看世界



Airport Authority colleagues can submit their most thrilling adventures throughout the world with photo captions and stand a chance to receive an HKIA cash coupon valued at HK\$100. The selected images will be published in *HK Airport News*.
機場管理局同事提交在旅途拍攝的精采照片，並附上說明，即有機會獲得100港元的香港國際機場現金券。獲選照片將於《翱翔天地》刊登。

» **Esther Wong 黃婉容**

Third Runway Division
三跑道項目處

Potala Palace in Tibet
西藏布達拉宮