

# SOARING TO NEW HEIGHTS

## 再創高峰



AVIATION  
DAY HONG KONG  
2023 02-03  
AUG



COHOSTED BY HONG KONG INTERNATIONAL AIRPORT AND INTERNATIONAL AIR TRANSPORT ASSOCIATION



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## HKAirport NEWS

翱翔天地

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

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# HKIA WELCOMES GLOBAL INDUSTRY PROFESSIONALS

## 香港國際機場歡迎環球航空業界專業人士



**Hong Kong International Airport (HKIA) and the International Air Transport Association (IATA) hosted Aviation Day 2023** between 2 to 3 August at AsiaWorld-Expo, drawing together leading air transport professionals from around the world and making HKIA a focus of the global aviation industry.

Airport Authority Hong Kong (AAHK) Chairman Jack So delivered the opening remarks in the kick-off ceremony, during which he expressed his delight that this signature conference was being held in Hong Kong. He noted that the global aviation industry had undergone three challenging years. While passenger traffic at HKIA has recovered to about 60% of pre-pandemic levels, a full recovery is expected by the end of 2024.

Despite the difficulties, AAHK has stayed committed to building HKIA's future with its Airport City vision. Chairman So emphasised that the

Three-runway System expansion will increase HKIA's capacity by 50% and allow it to cater for 120 million passengers and 10 million tonnes of cargo annually. The mega commercial development in SKY CITY, which combines retail, dining, entertainment, hotel and office space, he highlighted, will establish HKIA as a landmark in itself and attract visitors from Hong Kong, Greater Bay Area (GBA) and around the world.

**由香港國際機場及國際航空運輸協會合辦的國際航空論壇2023**，於8月2日至3日在亞洲國際博覽館舉行，匯聚來自世界各地的航空運輸專業翹楚，令香港國際機場成為全球航空業的矚目焦點。

香港機場管理局主席蘇澤光在開幕典禮上致辭，表示對此項具標誌性的盛事在香港舉行感到高興。蘇主席指出，全球航空業於過往三年面對重重挑戰。香港國際機場的客運量現已回復至疫情前水平約60%，預計將於2024年年底前全面復蘇。



AAHK Chairman Jack So thanks the Government and the airport community for their unwavering support for HKIA's developments and reiterates his confidence in the airport's future.  
機管局主席蘇澤光感謝政府及機場同業全力支持香港國際機場的發展，並重申對機場未來充滿信心。

儘管面對困難，機管局繼續全力實現機場城市願景，建設香港國際機場的未來。蘇主席強調，三跑道系統擴建項目將令機場運力提升50%，每年可處理1.2億人次客運量及1 000萬公噸貨運量。另外，位於SKY CITY航天城的大型商業發展項目集零售、餐飲、娛樂、酒店及辦公大樓於一身，勢將發展機場成為矚目地標，吸引來自香港、粵港澳大灣區以至世界各地的訪客。





## INTERNATIONAL CONFERENCE PROVIDES INDUSTRY INSIGHTS 在國際論壇交流業界真知灼見

Aviation Day 2023 attracted over 1,000 aviation industry professionals from 24 countries and regions across the globe. The two-day event provided an invaluable platform for industry experts to share insight on the latest trends and emerging opportunities within the field.

Speaking at the ceremony, Hong Kong Special Administrative Region (HKSAR) Financial Secretary Paul Chan expressed optimism about the city's future as an aviation hub. He stated that the Government is working with AAHK to transform HKIA into an Airport City, which will develop the airport into a node for various economic activities and a new engine of growth for Hong Kong and the GBA. In addition, Mr Chan highlighted that the Government strives to build HKIA as an international aircraft leasing hub by providing tax concessions to attract more aircraft leasing companies to come to Hong Kong.

Aviation Day 2023 presented various speeches and panel discussions by prominent figures in the industry, covering a great diversity of topics including air travel trends and air cargo opportunities in the GBA, and the transformation of airlines' business models. AAHK senior management updated participants on HKIA's latest developments, its cargo strategy for the GBA and the technology trends in the aviation industry. Particularly, AAHK CEO Fred Lam engaged in a dialogue with senior representatives from IATA and Cathay Pacific. He underlined that even during the pandemic, HKIA continually enhanced its facilities and services – for example, Terminal 1 upgrades, the development of HKIA Logistics Park in Dongguan and a novel sea-air intermodal transshipment initiative – to reinforce its competitive edge as an aviation hub.

To complement these discussions,



[2]

[1]  
HKSAR Financial Secretary Paul Chan (middle), AAHK Chairman Jack So (sixth from left), IATA Director General Willie Walsh (sixth from right), Civil Aviation Administration of China Chief Pilot Wan Xiangdong (fifth from left), Secretary for Transport and Logistics Lam Sai-hung (fourth from left), Civil Aviation Department Director-General of Civil Aviation Victor Liu (fourth from right), AAHK CEO Fred Lam (fifth from right) and airline representatives kick off Aviation Day 2023. 香港特區財政司司長陳茂波(中)、機管局主席蘇澤光(左六)、國際航空運輸協會理事長威利·沃爾什(右六)、中國民用航空局總飛行師萬向東(左五)、運輸及物流局局長林世雄(左四)、民航處處長廖志勇(右四)、機管局行政總裁林天福(右五), 以及多家航空公司代表為國際航空論壇2023拉開序幕。

[2]  
HKSAR Financial Secretary Paul Chan expresses the Government's support to the manpower training for the aviation industry. 香港特區財政司司長陳茂波表達政府對航空業人力資源培訓的支持。

Aviation Day 2023 organised a tour to HKIA's newest facilities, services and technological advancements that allowed attendees to experience these developments first hand. In addition, HKIA sponsored two workshops on IATA's OneID and Operational Safety Audit programmes.



Another highlight of the event was the signing of a memorandum of understanding between HKIA and IATA. Paving the way for both parties to implement the IATA Safety Audit for Ground Operations in cooperation with ground handling service providers, this aims to enhance the safety of ground operations and promote standardisation of ground operations processes at the airport.

On the same occasion, Hong Kong International Aviation Academy (HKIAA) was recognised by IATA as an Authorised Training Centre. The accreditation enables HKIAA to officially provide a range of IATA training courses and diplomas, in addition to the International Civil Aviation Organisation and Airports Council International programmes that were previously recognised by these aviation associations.

Before Aviation Day 2023 started its official programme, a cocktail reception was held on 1 August to welcome both local and overseas delegates.

國際航空論壇2023為期兩天，吸引來自全球24個國家和地區的1 000多名航空界專業人士，為業界專才提供一個寶貴平台，讓他們就行業內的最新趨勢及新機遇，分享真知灼見。

香港特別行政區財政司司長陳茂波在典禮上致辭時表示，對香港作為航空樞紐的前景感到樂觀。他指出，政府



Speaking at a sharing session, AAHK CEO Fred Lam highlights that HKIA has set strategies to strengthen its services for the GBA and capitalise on the surging aviation demand from the vast market.

機管局行政總裁林天福在分享環節上強調，香港國際機場已制訂策略，加強對大灣區的服務，把握該龐大市場不斷增長的航空需求。

現正與機管局合作，將香港國際機場發展成為機場城市，令機場成為匯聚各種經濟活動的中心，以及推動香港以至大灣區增長的新動力。此外，陳茂波強調政府會致力推動機場發展成為國際飛機租賃服務樞紐，透過提供稅務優惠，吸引更多飛機租賃公司來港。

國際航空論壇2023舉行了多場由業界翹楚主持的演講及專題小組討論，涵蓋廣闊課題，包括大灣區的航空旅遊趨勢及航空貨運發展機遇，以及航空公司商業模式轉型等。機管局高級管理層與參加者分享香港國際機場最新發展、大灣區貨運策略，以及航空業科技發展趨勢。當中，機管局行政總裁林天福與國際航空運輸協會及國泰航空的高級代表暢談。他表示香港國際機場在疫情期間仍持續提升設施及服務，

包括推行一號客運大樓提升項目、在東莞建設香港國際機場物流園、發展嶄新海空貨物聯運模式等，以加強機場作為航空樞紐的競爭力。

除了討論環節外，國際航空論壇2023亦舉辦參觀活動，介紹香港國際機場的最新設施、服務及先進科技，讓與會者親身體驗機場各項發展。另外，香港國際機場贊助舉辦兩場有關國際航空運輸協會OneID及運行安全審計計劃的工作坊。

論壇的另一焦點是香港國際機場與國際航空運輸協會簽署合作備忘錄。透過備忘錄，雙方可與地勤服務供應商合作，落實採用國際航空運輸協會的地面運行安全審計，以提高地面運行的安全水平，促進機場地面運行程序標準化。

在論壇上，香港國際航空學院亦獲認證為國際航空運輸協會的授權培訓中心。航空學院較早前已獲國際民用航空組織及國際機場協會認證提供相關課程，現更可正式提供一系列的國際航空運輸協會培訓及文憑課程。

在國際航空論壇2023正式開始前，機管局於8月1日舉行酒會以歡迎本地及海外代表蒞臨。



Featuring a range of speeches and panel discussions by industry professionals, Aviation Day 2023 offers a treasure trove of valuable insights.

國際航空論壇2023舉行了多場由業界專業人士主持的演講及專題小組討論，分享大量寶貴見解。



## ROBOTS ON PATROL FOR HACTL

香港空運貨站  
應用機械人巡邏

**Hong Kong Air Cargo Terminals Limited (Hactl) has boosted its security operations** with the introduction of new robot patrols at its SuperTerminal 1.

The robots, which can operate on any paved surface, are equipped with numerous advanced technologies: a thermal imaging camera; a high-resolution camera with a wiper for outdoor use; a light detection and ranging (LiDAR) sensor for navigation; and multiple ultrasonic collision sensors to prevent collisions.

The first robot was initially deployed in Hactl's parking and export goods handling areas,



mainly during the peak night-time period. It will also be deployed during daylight hours as required. Eventually, the robots will patrol the entire site around the clock. In addition to deterring theft, the robots will also monitor the condition of cargo and record any damage, providing video evidence for claims investigations. By performing these repetitive tasks, they free up security staff to focus on higher-value duties.

**香港空運貨站有限公司在超級一號貨站引進新的保安機械人**加入巡邏，以加強保安運作。

機械人可於任何鋪築的路面上運行，並配備多項先進技術，包括熱成像儀、備有水撥的高解像度相機以供戶外巡邏、用於導航的光影雷達感應器，以及提供防撞功能的多組環型超聲波碰撞傳感器。

首部機械人初期主要於夜間繁忙時段在貨站停車場及出口貨物處貨區巡邏，有需要時亦會在日間巡邏。機械人將逐步在所有處貨區實施全天候保安監察。除了有助防盜外，機械人更會監察貨物狀況及記錄任何損毀，以便在調查索償事件時提供相關的影像證據。保安人員會利用機械人執行這些頻繁任務，以便他們專注於更重要的職責。



## FIRST DIRECT FLIGHTS TO BORACAY LAUNCHED

開通首條直飛長灘島航線

**On 9 July, Royal Air Philippines launched the first ever direct passenger service** to the popular Philippine tourist destination of Boracay. Currently operating three days a week, the service connects Hong Kong International Airport (HKIA) with Godofredo P. Ramos Airport in Caticlan, which is adjacent to the paradise island.

Boracay, situated in the central Philippines, has captured the



hearts of travellers from around the world. Its stunning palm-fringed white sand beaches on the west coast offer crystal clear waters, luxury resorts and lively nightlife; while the east coast's strong winds make it a haven for water sports enthusiasts.

**於7月9日，菲律賓皇家航空推出首條直飛菲律賓旅遊熱點長灘島**的客運航線，航線每周營運三天，來往香港國際機場

與毗鄰這天堂小島的卡提克蘭葛多菲多·洛莫斯機場。

長灘島位於菲律賓中部，吸引世界各地遊客慕名而來。小島西岸著名的白沙灘水清沙幼，被棕櫚樹環繞，島上設有豪華度假村，夜生活多姿多采；而東岸由於風勢較大，十分適宜進行水上運動。





## MAINLAND PRACTITIONERS RECEIVE TRAINING AT AVIATION ACADEMY

內地航空業界人士於香港國際航空學院接受訓練

**Hong Kong International Aviation Academy (HKIAA) organised the Advanced Certificate in Airport Management programme** for staff members from Zhejiang Airport Group in July. A total of 15 aviation professionals from various airports in the province, including Hangzhou, Wenzhou, Ningbo, Zhoushan, Yiwu and Quzhou, participated in the 10-day programme.

Featuring classroom study,



sharing sessions led by industry experts, and on-site visits to the terminal, apron, airport fire station and other facilities at HKIA, the programme allows participants to gain a deeper understanding of airport operations and management. Apart from studying, they also had the opportunity to exchange information with staff from HKIA and learn about each other's experiences.

**香港國際航空學院於7月為浙江省機場集團員工舉辦機場管理高級證書課程。**來自杭州、溫州、寧波、舟山、義烏及衢州這些省內機場的15名航空專業人士，參與為期10天的培訓課程。

培訓課程包括課堂學習、業內專家分享，以及參觀客運大樓、停機坪、機場消防局及其他香港國際機場設施，讓參加者對機場運作及管理有更深入認識。除了學習外，他們亦有機會與香港國際機場員工交流資訊，互相分享經驗。

## TAP + BREW RESTAURANT + BAR

## PUB CLASSICS TO DELIGHT TRAVELLERS

經典酒吧 享受寫意旅程

**Passengers at HKIA who fancy a hearty Western meal or even simply a refreshing beer** will find exactly what they are looking for at the new restaurant and bar, Tap + Brew.

Located inside the East to West Hall Food Market in the West Hall of Terminal 1, Tap + Brew is an ideal spot to unwind before your flight, with its satisfying dining options and a panoramic view of the apron. Alongside a range of craft beers and classic



wines and spirits, Tap + Brew offers a selection of much-loved gastro-pub favourites to fill up on, such as Buffalo wings, premium burgers, and fish and chips.

**旅客想在香港國際機場享用豐富西式餐點，或一杯清涼啤酒，可前往新開的餐廳酒吧Tap + Brew。**

Tap + Brew位於一號客運大樓西大堂的食東西美食廣場，供應多款美食餐飲，並坐擁停機坪壯闊景致，是旅客在登機前盡情放鬆的理想地點。Tap + Brew提供各款精釀啤酒及經典葡萄酒和烈酒，以及一系列廣受歡迎的酒吧美食，例如水牛城炸雞翅、經典芝士漢堡及炸魚薯條等，讓旅客大快朵頤。

# CAREER EXPO MAKES A WELCOME RETURN IN PERSON

## 實體職業博覽會再度舉行

Organised by Airport Authority Hong Kong (AAHK) and the Labour Department, the Hong Kong International Airport (HKIA) Career Expo 2023 was held at the Hong Kong Convention and Exhibition Centre from 4 to 6 August. Officiated by AAHK senior management and Hong Kong Special Administrative Region (HKSAR) government officials, the three-day event represents the first in-person expo after three years of virtual events during the pandemic.

The event opened doors for aviation industry aspirants to explore a vast array of career opportunities at HKIA, offering more than 6,500 jobs at over 50 airport companies. Comprehensive job vacancies were available in sectors including inflight services, aircraft maintenance, airfreight, aviation security, baggage handling, technical services, retail, catering and more. Over 8,700 visitors were attracted to the event this year.

In his opening remarks, AAHK CEO Fred Lam commented that HKIA is well on the way to recovery, boosting the number



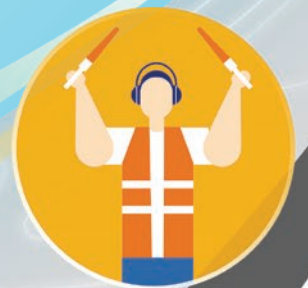
AAHK CEO Fred Lam (middle), HKSAR Secretary for Transport and Logistics Lam Sai-hung (left) and Secretary for Labour and Welfare Chris Sun (right) officiate at the opening ceremony of HKIA Career Expo 2023. 機管局行政總裁林天福(中)、香港特區運輸及物流局局長林世雄(左)與勞工及福利局局長孫玉菡(右)主持「香港國際機場職業博覽會2023」啟動儀式。

of job opportunities at the airport. He emphasised that a quality workforce is the key to realising the Airport City vision, which will transform the airport into a prominent destination attracting local and global visitors. Mr Lam noted that AAHK is taking an active role in promoting careers at the airport by continuing to create high-value job opportunities to attract more talent.

Addressing the ceremony, HKSAR Secretary for Transport and Logistics Lam Sai-hung highlighted that the Three-runway System is on track for completion by the end of next year. This significant development, along with other associated projects under the Airport City vision, will greatly enhance the capacity and functionality of HKIA, offering unprecedented opportunities to the aviation industry in Hong Kong.



Attendees gain valuable job information and insights into career planning at career talks hosted by various companies. 多家公司舉行就業講座，向參加者提供寶貴的就業資訊及職業生涯規劃意見。





HKSAR Secretary for Labour and Welfare Chris Sun echoed the same sentiment, underscoring the persistent strength of demand for workers from HKIA and the airport community. He also remarked that HKIA has made a great contribution to the economy and tourism of Hong Kong and the Asia Pacific region as a world-class airport over the past 25 years.

This year's Career Expo included 18 career talks from airport companies, providing job information and insights on



Applicants with different levels of experience and education are able to explore a wide range of career opportunities at HKIA at the Career Expo.  
具不同經驗及學歷的求職者，可在職業博覽會探索多元化的機場就業機會。

career planning. Some of the participating companies also conducted on-site job interviews.

**由香港機場管理局與勞工處合辦的「香港國際機場職業博覽會2023」**，於8月4日至6日一連三天在香港會議展覽中心舉行，由機管局高級管理層及香港特別行政區政府官員一同主持活動啟動儀式。這是自疫情期間進行三年網上活動後，首次舉辦實體職業博覽會。

該職業博覽會為有志投身航空業的人士，提供踏上青雲路的機會，有超過50家機場公司提供逾6 500個職位空缺，涵蓋機場多個範疇，包括機艙服務、飛機維修、航空貨運、航空保安、行李處理、技術服務、零售及餐飲等。今年活動吸引了超過8 700名人士參加。

機管局行政總裁林天福致開幕辭時表示，香港國際機場的客運量正逐步恢復，提供很多發展事業的機會。他強調優質人力資源是實踐機場城市願景的

關鍵，使香港國際機場發展成為吸引本地及全球旅客的地標。林天福又指，機管局積極推動機場職業發展，持續創造更多高價值的就業機會，吸引更多人才。

運輸及物流局局長林世雄在啟動儀式致辭時指出，三跑道系統將如期於明年年底竣工，機場城市願景下的各個項目亦相繼落成，大幅提高香港國際機場的容量和功能，香港航空業將迎來前所未有的機遇。

勞工及福利局局長孫玉菀亦有相同看法，強調香港國際機場及機場同業對人才的需求持續殷切。他亦表示，香港國際機場作為世界級機場，在過去25年為香港及亞太區的經濟和旅遊業作出重要貢獻。

今年的職業博覽會由不同機場公司舉辦共18場就業講座，提供有關就業資訊及職業生涯規劃的意見，部分參與公司亦進行即場面試。



The Career Expo forms part of HKIA's 25th anniversary celebrations, and features an exhibition showcasing the major milestones in the airport's development, the AirportCity blueprint, terminal facility enhancements and new passenger services.

職業博覽會是慶祝香港國際機場25周年的其中一項活動，會場設有展覽，展示機場的重要發展里程、機場城市藍圖、升級客運大樓設施，以及全新旅客服務。



# A NEW FOOD COURT ADDS TO HKIA'S DINING SELECTIONS

## 機場全新美食廣場增添餐飲選擇



**The range of dining delights on offer to passengers at Hong Kong International Airport (HKIA)** was given a significant boost with the recent launch of a new food court in the Central Concourse of Terminal 1.

Located at the central area on the Departures Level, the food court offers convenient access to travellers. It is open around the clock, providing 250 seats for groups of all sizes. Designed with a sleek contemporary industrial aesthetic, the food court creates a relaxing ambiance where passengers can unwind and enjoy a tasty snack or a delicious meal before their flight.

In addition to the spectacular views overlooking the apron, it features two established dining brands that provide a range of made-to-order dishes, along with grab-and-go food and beverage options to cater to different tastes. Men Wah Bing Teng is renowned for its nostalgic line-up of classic Hong Kong dishes and Western-style snacks, while McDonald's and McCafé, among the world's most popular fast food franchises, provide their



signature offerings. Furthermore, Between and Sanrio Hong Kong's Cinnamoroll have teamed up to launch a pop-up store at the food court, serving a selection of sandos (Japanese-style sandwiches), cookies, speciality drinks and more.

**香港國際機場一號客運大樓中央客運廊最近開設全新的美食廣場**，為旅客提供各式美食選擇，滿足口福。

美食廣場位於離港層的中央位置，方便旅客前往。廣場24小時開放，提供250個座位，可接待不同人數組合的旅客。美食廣場採用時尚的現代工業風設計，營造輕鬆的用餐環境，旅客可在踏上旅途前放鬆一下，盡情享用美味小食或佳餚。

除了可俯瞰停機坪的壯麗景色外，美食廣場內亦有兩家著名品牌食肆可供選擇。這些食肆供應一系列「即叫即做」菜式及飲品，亦提供外賣餐點，迎合不同人士的口味。「敏華冰廳」以懷舊的經典香港菜式及西式小吃聞名；而全球其中一家最受歡迎的連鎖快餐店—麥當勞及McCafé亦供應多款招牌美食。此外，Between亦與Sanrio Hong Kong的Cinnamoroll合作，在美食廣場開設期間限定店，供應日式三明治、曲奇及特色飲品等。



# INTERNSHIPS GIVE STUDENTS A TASTE OF THE AVIATION INDUSTRY

## 參與暑期實習計劃 體驗航空工作

Over the past summer holiday, Airport Authority Hong Kong (AAHK) has introduced over 70 students from local and overseas universities to the world of aviation through its Summer Internship Programme. In support of the Government's Scheme on Corporate Summer Internship on the Mainland and Overseas 2023, AAHK also provided internship opportunities at its Zhuhai and Guangzhou offices for the first time.

During the eight-week programme, interns immersed themselves in various aspects of the aviation industry through job attachments, receiving guidance from experienced supervisors to better prepare themselves for future careers. They had the opportunity to visit the apron, Innovation Lab, Integrated Airport Centre and AAHK's business partners. In addition, workshops focusing on problem-solving and personal effectiveness, as well as business talks hosted by AAHK senior management, were arranged. Mingling sessions with Management Trainees and Graduate Engineers were organised to facilitate learning and networking. For the first time, interns were also provided with a fun video production training workshop



The reels competition on internship experience is launched for the first time and receives an enthusiastic response. 分享實習經驗的短視頻比賽首次舉行，獲得熱烈反應。

by a KOL to take part in AAHK's inaugural reels competition and share their internship experience.

The interns also worked in groups to explore airport-related topics, such as improving operational efficiency by using autonomous vehicles, enhancing the passenger experience with big data, and strengthening staff engagement, among many others. At the conclusion of the Programme, with AAHK senior management as the judging panel, the interns shared their innovative ideas during the Project Presentation

cum Internship Programme Completion Ceremony on 11 August.

**香港機場管理局在剛過去的暑假舉辦暑期實習生計劃，共有超過70名本地及海外大學生參與，探索航空業世界。為配合政府推出的「企業內地與海外暑期實習計劃2023」，機管局首次提供在珠海及廣州辦事處的實習機會。**

實習計劃為期八周，讓實習生有機會親身體驗航空業不同範疇的運作，並得到經驗豐富的上司指導，為未來職業生涯更好準備。他們獲安排參觀停機坪、機場創科實驗室及機場中央控制中心，並到訪機管局業務夥伴。此外，實習生參與多個工作坊，學習解決問題及提高個人工作效率的技巧，並參加由機管局高級管理人員主持的講座。他們亦與見習行政人員及見習工程師進行交流，從而互相聯繫學習。機管局亦首次為實習生舉辦由KOL帶領的有趣視頻製作培訓工作坊，以參加首屆短視頻比賽，分享實習經驗。

實習生亦分成小組就機場相關課題進行研究，例如採用無人駕駛車輛以提高營運效率、利用大數據提升旅客體驗，以及提高員工參與度等眾多課題。在計劃結束前，實習生於8月11日舉行的小組專題匯報暨結業典禮上分享創新構思，並由機管局高級管理層擔任評審，為計劃畫上圓滿句號。



## 1 CEO MEETS SOUTHEAST ASIAN LEADERS

### 行政總裁會見東南亞領袖

Airport Authority Hong Kong (AAHK) CEO Fred Lam was among the delegation, led by Hong Kong Special Administrative Region Chief Executive John Lee, which visited three member states of the Association of Southeast Asian Nations – Singapore, Indonesia and Malaysia – between 23 and 28 July. On the six-day trip, the group met leading local representatives and discussed opportunities in Hong Kong while fostering business and cultural exchange with the three countries.

Joining a range of events and meetings, Mr Lam updated the local counterparts on the ongoing recovery in traffic at Hong Kong International Airport (HKIA). He also shared the airport's latest developments, detailing its transformation from a city airport into an Airport City that includes the Three-runway System and mega-scale commercial development in SKYCITY. Mr Lam underlined that these initiatives will play a pivotal role in developing HKIA into a new regional landmark and further provide impetus to the economic growth of Hong Kong.



於7月23日至28日，香港機場管理局行政總裁林天福參與由香港特別行政區行政長官李家超率領的代表團，出訪東南亞國家聯盟三個成員國－新加坡、印尼及馬來西亞。在為期六天的訪問行程中，代表團與當地的領袖代表會面，探討香港的發展機遇，以及促進香港與三個國家的商業及文化交流。

林天福參加了多項活動及會議，向當地人員闡述香港國際機場航空交通量持續復蘇的最新情況，分享機場的最新發展，並詳盡介紹從城市機場發展為機場城市的願景，其中包括三跑道系統及SKYCITY航天城大型商業發展項目等。林天福強調，這些項目將有助香港國際機場發展成為區內新地標，為香港經濟增長注入動力。

## 2 SERVICE QUALITY REWARDED

### 榮獲優質服務獎

AAHK recently picked up a range of awards at the Hong Kong Association for Customer Service Excellence (HKACE) Customer Service Excellence Award, which aims to promote outstanding customer service performance in Hong Kong.

AAHK received the “Smart Service Award – Gold” for its innovative Flight Token system, which has revolutionised passengers’ travel experience; and the “Customer Care Award – Silver” for creating an inclusive environment for passengers with special needs. In recognition of the HKIA Carbon Reduction Programme, AAHK was given the “Excellence in Environmental, Social and Governance Award – Bronze”. In addition, the “Outstanding Customer Service Award – Merit” commended AAHK’s contact centre for maintaining effective communication with customers; and the “People Development Award – Merit” praised AAHK for offering professional training to its staff.

Notably, AAHK Operation Officer, Customer Service Tiffany Chan was personally honoured with a Merit Award in the “Individual Award – Counter Service” category, further highlighting the exceptional service provided by AAHK staff.

機管局最近在香港優質顧客服務協會舉辦的優質顧客服務大獎中，獲得多項殊榮。該獎項旨在促進香港發展卓越顧客服務。





機管局憑藉創新的「登機易」系統，為旅客塑造旅遊新體驗，榮獲「智能服務獎-金獎」。機管局亦致力為有特別需要的旅客締造共融環境，因而獲得「客戶關懷獎-銀獎」，同時獲頒發「卓越環境、社會和企業管治獎-銅獎」，以嘉許機管局推行香港國際機場減碳計劃。此外，機管局的聯絡中心與顧客保持有效溝通，獲頒「卓越顧客服務獎-優異獎」，而機管局為員工提供專業培訓的努力亦贏得「卓越人才發展獎-優異獎」。

機管局顧客服務營運主任陳芷澄亦獲頒發「傑出個人獎-櫃員服務獎」優異獎，進一步彰顯機管局員工為旅客提供卓越服務。

accessible changing room with washrooms and showers; phone charging facilities at accessible heights; braille maps and tactile guide paths; and audio warning signals on conveyers to ensure the safety and convenience of all users. Additionally, the new ambulift is available to provide safer and more comfortable access to aircraft cabins for those with reduced mobility, while the in-cabin lifter has been helping to transfer them between wheelchair and airplane seat efficiently since 2021. To further enhance its service, AAHK is also trialling an autonomous wheelchair.

香港國際機場榮獲國際機場協會頒發「無障礙設施提升認證計劃」最高級別的第三級別認證。該計劃是首個同類的評估措施，旨在表揚機場致力為所有旅客，包括有特別需要人士提升無障礙設施及提供安全的環境，方便旅客出遊。

香港國際機場致力提供完善的無障礙設施，包括方便旅客進入的禮遇通道、可供輪椅進出的無障礙護理間、適合輪椅高度使用的電話充電設施、摸讀平面圖及凹凸紋引導徑，以及設有語音警告響號的行人運載設施，確保所有使用者感到安全便利。此外，機場亦新設輪椅升降裝置，讓行動不便人士更安全舒適地上落機，自2021年起機艙內亦設有升降裝置，協助乘客由輪椅移動到座椅上。為進一步加強服務，機管局正開始自動輪椅的試行計劃。

## 4 VIBRANT LIVE SHOWS AT HKIA

### 電台直播節目空降香港國際機場

As part of the celebrations for HKIA's 25th anniversary, a radio programme from Commercial Radio Hong Kong was presented live every Saturday at Terminal 1 for 12 consecutive weeks from July to September. The travel programme *d-eScape* featured live performances and sharing sessions by renowned local music figures, such as RubberBand, Jay Fung and MC Cheung Tin-fu. During the programme, airport employees were invited to lift the lid on unique working experiences that members of the public might not know about.

The shows were broadcast live both on radio and online, receiving an overwhelmingly enthusiastic response from the public.

香港國際機場為慶祝25周年，於7月至9月期間一連12個星期六，在一號客運大樓現場直播香港商業電台旅遊節目「西加航空-候機直播室」。節目先後邀請本地著名樂隊與歌手例如RubberBand、馮允謙及張天賦現場演唱，並分享旅遊經歷。此外，機場員工亦在節目現場與聽眾分享工作上鮮為人知的故事。

該節目在電台及網上作現場直播，並獲得公眾的熱烈反應及支持。



## 3 AIRPORT ACCREDITED FOR ACCESSIBILITY

### 機場獲頒發無障礙認證

HKIA has achieved Level 3 accreditation, the highest rank in the Airports Council International's (ACI) Accessibility Enhancement Accreditation programme. The programme is a first-of-a-kind assessment initiative recognising airports for their commitment to improving accessibility and providing a safe and hassle-free travel environment for all passengers, including those with special needs.

HKIA is dedicated to providing a comprehensive range of barrier-free facilities. These include the Courtesy Channel for smooth passage; a wheelchair-



## GRANTS HELP SECURE HEALTHIER OCEANS

### 資助海洋生態保育項目

Airport Authority Hong Kong's (AAHK) Marine Ecology Enhancement Fund (MEEF) and Fisheries Enhancement Fund (FEF) have awarded grants worth over HK\$10.7 million to 11 projects for the 12-month period from 1 July 2023 to 30 June 2024. The projects funded are managed and conducted by universities, research organisations and fisheries industry associations.

The MEEF has granted over HK\$5.4 million to eight projects, on subjects such as repurposing shellfish shells to reduce landfill waste and restore marine habitats, assessing human impacts on coastal wetlands, studying the potential risks of marine microplastics in the waters around Lantau and more. Meanwhile, about HK\$5.3 million from the FEF has been allocated to three projects: a Tai O fishing village tourism project, an in-depth tour project to enhance the public's understanding of fisheries and marine ecology conservation, and a project to establish a pathogen-free grouper fry culturing



technique in Hong Kong.

Established in 2016, the MEEF and FEF represent AAHK's long-term commitment to enhancing the marine environment, ecology and fisheries resources. AAHK has injected HK\$400 million into the two funds, of which about HK\$80 million has been granted to date.

香港機場管理局的改善海洋生態基金及漁業提升基金批出合共逾1,070萬港元，資助11個項目於2023年7月1日至2024年6月30日的12個月期間展開研究。獲資助的項目由大學、研究機構及漁業團體管理及進行。

改善海洋生態基金向八個項目批出超過540萬港元資助，研究課題涵蓋回收再用貝類外殼以減少運往堆填區的廢物，並修復海洋生境；評估人類活動對沿岸濕地的影響；以及研究海洋微塑膠對大嶼山附近水域帶來的潛在風險等。此外，漁業提升基金向三個項目批出約530萬港元資助，其中包括大澳漁村旅遊計劃、可提升公眾對漁業及海洋生態保育認識的深度遊計劃，以及於香港建立無特定病原的石斑魚魚苗培育方法。

改善海洋生態基金及漁業提升基金於2016年設立，展現機管局的長遠承諾，致力提升海洋環境、生態及漁業資源。機管局已向兩個基金注資共4億港元，至今已批出約8,000萬港元。

## VISIT RAISES SUSTAINABILITY AWARENESS

### 參觀活動提高可持續發展認識



On 29 July, AAHK organised a visit to Link Sustainability Lab to provide its staff members with the opportunity to learn more about sustainability issues and discover

solutions. The visit drew about 30 attendees, including AAHK staff and their families and friends. They were taken on a guided tour through the lab's exhibition Take Eat Seriously, which looks at the sustainability implications of our food systems, from the carbon footprint of

food production to food waste recycling and plastic-free dining.

Launched by Link Asset Management Limited in April 2023, the non-profit Link Sustainability

Lab promotes sustainable living by hosting thematic exhibitions and interactive games, as well as collaborating with the Government, non-governmental organisations and its business partners on events and workshops.

於7月29日，機管局安排員工參觀領展可持續未來館，加深他們對可持續發展的認識，並探索各種解決方法。該活動吸引約30名機管局員工及親友參與，導賞團帶領參加者參觀展館的「綠續開餐」展覽，講解糧食系統對可持續發展的影響，包括食品生產的碳足跡、廚餘回收及飲食走塑等。

領展資產管理有限公司於2023年4月推出領展可持續未來館，這個非牟利的展館透過舉辦專題展覽、互動遊戲，以及與政府、非政府機構及業務夥伴合辦活動及工作坊，推廣可持續發展的生活模式。



## TRAINING GIVES DUTY STAFF CRITICAL FIREFIGHTING SKILLS

### 機場值勤人員接受消防技能訓練

Airport Authority Hong Kong (AAHK) organised regular practical training sessions on the use of firefighting equipment from 4 to 7 July, with the aim of equipping airport duty staff with the knowledge and skills to effectively handle small fires and prevent them from escalating into larger incidents.

Joined by 75 staff from AAHK, its contractors and Aviation Security Company Limited, the sessions provided an introduction to firefighting theory, equipment and safety precautions. Attendees were

also given demonstrations of and the chance to practise using firefighting equipment, such as fire blankets and fire hose reels, among others.

Over the past three years, more than 800 airport staff members have undergone the training.

香港機場管理局於7月4日至7日舉辦定期消防設備實用訓練課程，讓機場

值勤人員掌握有效應付小型火警的知識及技能，以防火警升級為更大型的事故。

來自機管局、服務承包商及機場保安有限公司的75名員工參加訓練課程。導師向參加者講解消防理論、設備及安全預防措施，以及示範如何使用滅火氈及消防喉轆等消防設備，參加者亦有機會試用這些設備。

於過去三年，有超過800名機場員工已接受培訓。



## BOWLING SHOWDOWN UNITES COMMUNITY

### 以球會友 凝聚社區

On 30 July, teams from across Hong Kong International Airport (HKIA) and the public came together for a day of competition and fun at the HKIA Super Cup Bowling Tournament 2023.

The event was organised by The Staffs and Workers Union of Hong Kong Civil Airlines and the Roam Young Association, with support from Airport Authority Hong Kong. A total of 40 teams from 20 organisations gathered at the South China Athletic Association for the exciting tournament in an atmosphere of sportsmanship, team spirit and friendship.

The team from Jardine Sports Association eventually emerged as the champions at the event.

「2023香港國際機場超霸盃保齡球錦標賽」於7月30日舉行，來自香港國際機場的機構及公眾人士組成多支隊伍參加。

是次活動由香港民用航空事業職工總會及翱翔青年協會主辦，並獲香港

機場管理局全力支持。來自20家機構的40支隊伍齊集南華體育會，施展卓越球技，同時展現團隊合作及體育精神，增進彼此友誼。

比賽由怡和體育會的隊伍勇奪冠軍，贏得香港國際機場超霸盃。



TIME OUT 忙裏偷閒

## AIRPORT STAFF SAVE THE DAY 機場員工竭誠服務

Hong Kong International Airport (HKIA) is home to unsung heroes who are always ready to help passengers in need, attested by compliments for their excellent service.

香港國際機場員工以客為本，時刻準備就緒為有需要的旅客提供協助。這群無名英雄更憑藉卓越服務，備受旅客讚賞。

### Appreciation for Security Staff 表揚顧客服務員工



» Ng Yam-ying  
吳欽英

Security Officer  
保安主任  
ISS Adams Secuforce Limited  
衛達保安有限公司

“My friend and his family were flying back to New York from Hong Kong on 30 March. Upon arriving at HKIA, he found his mobile phone was missing. He guessed it was lost where the taxi had dropped

him off. However, we could not find it when we went back the same route to the taxi drop-off area.

We then went to a customer service centre but were told there was no record of the phone having been found. My friend was extremely disappointed, believing no one would return the phone, and chose not to leave his contact details.

Fortunately, I left mine, and a miracle happened. I received a call and learnt that an ISS Adams Secuforce Limited staff member had found the lost mobile phone and promptly handed it over to the customer service centre. We would like to express our sincere gratitude to Ms Ng for her integrity and kindness.”

「我的朋友與家人於3月30日從香港乘坐航機回紐約。當抵達香港國際機場時，他發現遺失了流動電話，估計可能是在的士下車處丟失，但當我們原路折返下車處，卻沒有發現電話的蹤影。

隨後我們前往旅客服務中心求助，當值職員告知並無該流動電話的失物記錄。我的朋友非常失望，認為不會有人歸還電話，因此選擇不留下聯絡資料。

幸好我留下了聯絡方法，結果奇蹟出現了。我接到來電，得知一名衛達保安有限公司員工拾獲流動電話，並已即時交予旅客服務中心。對於吳女士的誠實善良，我們表示衷心謝意。」

- Ms Yu  
余女士

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