



ENGAGEMENT ON THE EIA

Two public forums facilitate an exchange of views on the EIA report of the 3RS project.

聯繫公眾 介紹環評結果

兩場公眾論壇讓市民就三跑道系統計劃的環境影響評估報告與機管局交流意見。

 Turn to Page 3 下續第三頁



P04

Airport role models 機場模範員工

Outstanding airport staff are honoured for exemplifying HKIA's exceptional service culture. 表現出色的機場員工體現香港國際機場無微不至的服務文化，獲得表揚。



P06

Breaking the records 刷新紀錄

New financial performance highs following another stellar year during fiscal 2013/2014. 繼上一年度取得亮麗的財務表現後，香港國際機場於2013/2014財政年度的業績再創紀錄。



P09

Green on the go 綠色機場

HKIA's eco-friendly freight initiatives are lauded for cementing its status as a green cargo hub. 香港國際機場推行的環保貨運措施備受肯定，奠定其綠色貨運樞紐的地位。



Hong Kong International Airport (HKIA) reported strong traffic growth in the first half of 2014. Passenger trips, cargo throughput and flight movements all recorded impressive growth of about 6% year on year. As the summer season is a traditional travel peak with fitful inclement weather, it further compounds the growing operational challenges faced by the airport community, with HKIA already fast approaching the maximum handling capacity of its existing two-runway system.

I have a sense of déjà vu when questions were raised about the necessity of the proposed three-runway system (3RS), because the same “argument” was used to oppose the building of a new airport at Chek Lap Kok (CLK) some 20 years ago.

Had the airport not been relocated to CLK, air travel would have become unaffordable to many of us as demand far exceeded supply. It’s even doubtful whether Hong Kong would have had such a low unemployment rate as, without the new airport, our economy would not have prospered to today’s level. Hundreds of thousands of residents in Kowloon City would still be suffering from severe aircraft noise. History has proven that the decision to expand the airport was correct and insightful. We now find ourselves at the same critical juncture. I hope we will, once again, make the right decision for our future generations.

A critical step of the 3RS project is the Environmental Impact Assessment (EIA). The 30-day public inspection of the EIA report was concluded on 19 July. A number of issues were raised by green groups and certain opinion leaders, and we have given our best to explain the EIA findings and proposed mitigation measures. During the period, we conducted two public forum sessions, organised or attended over 30 stakeholder briefings and seminars to gauge views, and promoted understanding via 20 odd media initiatives.

Earlier this month, we bade farewell to our former CEO Stanley Hui. I would like to thank Stanley for his many contributions and leadership during his seven years at the Airport Authority (AA). We also look forward to welcoming Fred Lam who will start leading us as the new AA CEO in October. Guiding the future direction of one of the world’s busiest airports is a formidable challenge for any leader. But with our passion to contribute to Hong Kong’s sustainable future, I am confident we can collectively overcome the challenges ahead.

香港國際機場於2014年上半年的航空交通量穩健增長。客運量、貨運量及飛機起降量均錄得佳績，同比增長約6%。夏季是傳統旅遊高峰期，天氣又變幻莫測，加上機場現有雙跑道系統的處理容量快將飽和，機場同業面對的營運挑戰愈見艱巨。

當我被問及擬建三跑道系統的必要性時，總令我有似曾相識的感覺，因為今天反對興建第三條跑道的爭論，與約20年前反對在赤鱗角興建新機場時的論點如出一轍。

假如當初機場沒有遷往赤鱗角，許多人便會因航空交通供不應求而負擔不起乘坐飛機旅遊。若然沒有新機場，香港的經濟會否如今天般繁榮，失業率是否可維持如此低水平亦成疑。九龍城區數以萬計的居民則仍會受到嚴重的飛機噪音困擾。歷史已證明，當時擴建機場的決定是正確且具前瞻性。現時，我們正處於相同的關鍵時刻，我希望我們能為下一代再次作出正確的決定。

環境影響評估是三跑道系統計劃的重要環節，環評報告為期30天的公眾查閱期已於7月19日結束。環保團體及部分意見領袖提出不同的關注事宜，我們亦盡力解釋環評結果及建議的緩解措施。在此期間，我們舉行了兩場公眾論壇，舉辦或出席30多場持份者簡介會及研討會，藉以收集意見；同時，我們亦透過20多次傳媒活動，加深各界對環評報告的了解。

本月較早時，我們歡送機場管理局前行政總裁許漢忠。在過去七年，許漢忠領導機管局發展，貢獻良多，我在此向他致以衷心謝意。我們亦期待候任行政總裁林天福於10月履新，領導機管局團隊。要帶領全球其中一個最繁忙機場的未來發展，對任何領袖來說都是任重道遠。然而，憑着機場同業的熱誠，我相信我們定能攜手克服未來的種種挑戰，共同推動香港的可持續發展。

C K Ng
Acting Chief Executive Officer

署理行政總裁吳自淇



ENGAGEMENT ON THE EIA 聯繫公眾 介紹環評結果

A milestone stage of the three-runway system (3RS) project concluded this month, as the 30-day public inspection of its Environmental Impact Assessment (EIA) report drew to a close on 19 July.

To facilitate greater engagement during the period, the Airport Authority (AA) held two public forum sessions on 28 June to elaborate on key findings and corresponding mitigation measures contained in the EIA report to the public. The report proposed over 250 measures to avoid, minimise, mitigate and compensate for potential environmental impacts of the 3RS project, including the proposal to create a new marine park of around 2,400 hectares, the largest thus far in Hong Kong.

Over 700 members of the general public attended the event on the day. The forum included a presentation on the findings and mitigation measures of four environmental aspects: air quality, aircraft noise, Chinese White Dolphins and health impact assessment. Different stakeholders including green groups, academia, community leaders, union and airline representatives then took turns to share their viewpoints. The event also provided an opportunity to gauge the public's feedback on the report.

Prior to the forums, the AA organised a similar briefing session for its key stakeholders and business partners on 20 June, the first day of the public consultation. Separate EIA report briefings with green groups, and chairmen and vice-chairmen of the 18 District Councils were held respectively on 26 and 27 June.

Upon the conclusion of the public inspection period, the EIA report is now being examined by the Advisory Council on the Environment, who will submit their advice to the Director of Environmental Protection.

三跑道系統計劃環境影響評估報告為期30天的公眾查閱期於7月19日結束，標誌着發展計劃的一個重要里程碑。

於公眾查閱期，為加強與各界人士的聯繫，機場管理局於6月28日舉行兩場公眾論壇，向公眾闡釋環評報告所載的主要結果及相應的緩解措施。報告內載有超過250項建議措施，以避免、盡量減少、緩解及補償三跑道系統計劃的潛在環境影響，當中包括建議設立香港歷來最大、面積約達2 400公頃的新海岸公園。

公眾論壇當天共有超過700名市民出席。在論壇上，機管局介紹其中四個環境範疇的評估結果及緩解措施，分別是空氣質素、飛機噪音、中華白海豚及健康影響評估。之後，來自不同界別的持份者，包括環保團體、學術界、社區領袖、工會及航空業界代表相繼分享他們的觀點。機管局亦藉此機會，收集公眾對環評報告的意見。

在舉行論壇之前，機管局於6月20日公眾查閱期首天，為主要持份者及業務夥伴舉行類似的簡介會，並於6月26日及27日分別為環保團體及18區區議會正副主席舉行環評報告簡報會。

環評報告的公眾查閱期結束後，現正交由環境諮詢委員會審閱，委員會隨後會向環境保護署署長提供意見。



Members of the public and key stakeholders share their views on the 3RS project during the public forums. 在公眾論壇上，多名市民及主要持份者就三跑道系統計劃分享意見。



A panel of international and local experts share key findings of the EIA report with the public. 由國際及本地專家組成的顧問團隊與公眾分享環評報告的主要結果。

HONOURING HKIA'S FINEST 表揚優質服務



2014 優質顧客服務頒獎典禮 Service Excellence Award Presentation

Former Airport Authority (AA) CEO Stanley Hui commended the dedicated efforts of the CSEP awardees on providing heartfelt service to passengers.

機管局前行政總裁許漢忠讚揚「優質顧客服務計劃」的得獎者努力不懈，為旅客提供貼心的服務。

Hong Kong International Airport (HKIA) attains its status as one of the world's finest airports with its exceptional customer service culture. In recognition of providing excellent service, over 300 airport staff were presented with certificates and trophies during the Customer Service Excellence Programme (CSEP) award ceremony on 4 July.

The annual programme, established in 2002, aims to foster a culture of customer service excellence throughout the airport community by commending those going above and beyond their duties in catering to passengers. This year, six community members and three teams from different business partners were honoured with trophies of Individual Excellence Awards and Corporate Excellence Awards respectively, with the top accolades going to Joan Ng from Cathay Pacific Airways and the team from Hong Kong Airlines.

To recognise the collaborative efforts among different airport organisations, the programme introduced a new Cross-Company Excellence Award. Winning the award were companies responsible for the "Miracle Christmas at HKIA".

Meanwhile, awards were also handed out to airline and passenger handling agents for the helpfulness and efficiency of their service, as well as the organisation with greatest service enhancement.

香港國際機場憑着無微不至的顧客服務文化，躋身全球最佳機場之列。於7月4日舉行的「優質顧客服務計劃」頒獎典禮上，超過300名機場員工獲頒發獎狀及獎座，表揚他們提供超卓服務。

一年一度的「優質顧客服務計劃」於2002年推出，旨在表揚在職責範圍以外竭盡所能，關心旅客的機場員工，從而在機場社區內推廣優質顧客服務精神。今年共六名機場員工獲得「個人卓越獎」獎座，三個業務夥伴的團隊則獲頒發「企業團隊卓越獎」獎座。最佳「個人卓越獎」及最佳「企業團隊卓越獎」分別由國泰航空的吳婉兒及香港航空的團隊奪得。

這個計劃今年新增一項「合作團隊卓越獎」，嘉許機構之間齊心協力、合作無間。今年得獎者是負責籌備「香港機場奇妙聖誕」的團隊。

此外，機場管理局亦向航空公司及地勤服務代理商頒發獎項，表揚他們提供的服務質素及效率，同時亦嘉許在顧客服務方面取得最大進步的機構。

Turn to pages
10 and 11 for stories
behind the trophy
winners of Individual
Excellence Awards.
關於「個人卓越獎」獎座
得獎者的成功故事，
請參閱第10及11頁。

A WARM FAREWELL

溫馨歡送會

Former AA CEO Stanley Hui received a fond farewell from AA staff during a party on 10 July, his last day of work at the AA. For the past seven years, Hui steered HKIA in meeting the rapid air traffic growth through projects such as the Midfield and West Apron developments, and guided the team in planning the three-runway system project. Addressing the staff, Hui reminded them that teamwork remains the key to success and wished the airport an even brighter future ahead.

機管局員工於7月10日，即前行政總裁許漢忠在機管局的最後一個工作天，為他舉行歡送會，場面溫馨。在過去七年，許漢忠帶領香港國際機場進行多個項目以應付迅速增長的航空交通需求，當中包括中場範圍及西停機坪發展計劃，並領導團隊規劃三跑道系統計劃。許漢忠臨別贈言，提醒所有員工，團隊精神是成功的關鍵，並祝願機場的未來發展更加璀璨光明。

SHARING WITH STAKEHOLDERS

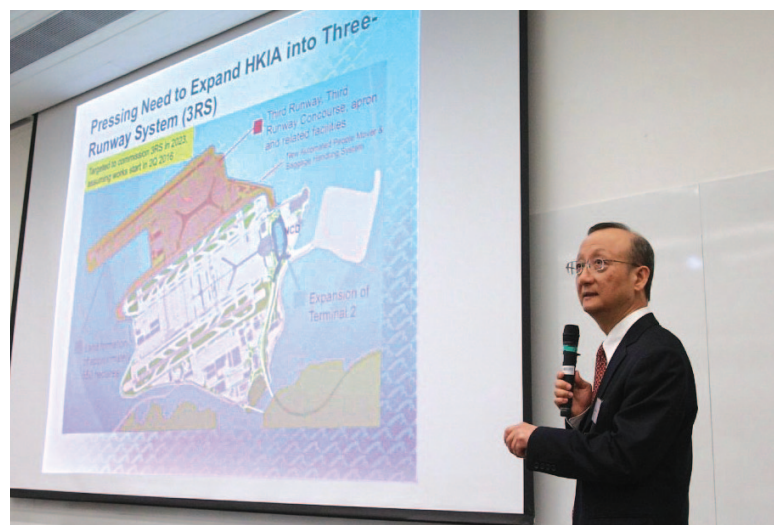
與持份者分享資訊

On top of the regular airport visits organised at HKIA, the AA also joins offsite talks as another way to reach out to its stakeholders. On 6 June, AA Executive Director, Projects John Chai spoke at the “Aviation – A Profession That Makes Your Life Fruitful” seminar at the Hong Kong Polytechnic University, which saw about 200 attendees. During his presentation, Chai underscored the strategic link of HKIA to the city's economic development and briefed the audience on the airport's future development. Organised by the university's Faculty of Engineering, the seminar also featured key industry players sharing insights on the diverse aviation industry.

On 7 June, AA General Manager, Environment Peter Lee shared similar views on HKIA's future development at a sustainability conference co-organised by the Hong Kong Institution of Engineers, Engineering Forum and the Hong Kong Institute of Planners, with full support from the Hong Kong Institute of Architects. The event attracted practitioners across different professions for an exchange of views on environmental initiatives and sustainable solutions for Hong Kong's infrastructure development.

機管局除了定期舉辦機場參觀活動之外，亦通過其他途徑接觸持份者，例如參與講座等。於6月6日，機管局建築工程執行總監蔡新榮在香港理工大學「空航發展路——邁向專業 豐盛未來」講座上擔任講者，活動約有200人出席。蔡新榮強調香港國際機場與香港經濟發展之間的策略性連繫，並向參與人士簡介機場未來發展。這次講座由香港理工大學工程學院主辦，並邀得業界翹楚就多元化發展的航空業，分享他們的看法。

於6月7日，機管局環保事務總經理李仲騰亦在一個可持續發展的會議上，分享機場的未來發展。這次會議由香港工程師學會、工程匯及香港規劃師學會聯合舉辦，並獲得香港建築師學會全力支持，吸引了不同業界的人士參與，並就香港基建發展的環保措施，以及可持續發展的解決方案交流意見。



AA Executive Director, Projects John Chai briefs the audience on HKIA's strategic importance to the city.
機管局建築工程執行總監蔡新榮向在場人士闡述香港國際機場對香港的策略價值。

RECORD BREAKING RESULTS

業績刷新紀錄

Hong Kong International Airport (HKIA) posted another record-breaking year in fiscal 2013/2014. For the year ended 31 March 2014, revenue and profit attributable to the equity shareholder increased 12.8% and 14.9% respectively to HK\$14.81 billion and a record HK\$6.45 billion.

The Airport Authority (AA) also declared a final dividend of HK\$5.3 billion to the Hong Kong SAR Government. Since fiscal 2003/2004, the AA has returned a total of HK\$35.68 billion in dividends and repaid capital to the Government.

One of the contributing factors to the robust growth is healthy traffic growth. During the year, passenger volume and flight movements established new records of 60.7 million trips and 377,476 movements respectively. Similarly, cross-boundary passenger volume also set a new high with 4.7 million trips, while cargo throughput rose 3.4% to register 4.2 million tonnes. Higher revenue from retail concessions and effective cost controls implemented by the AA also attributed to the strong financial results.

► Former AA CEO Stanley Hui (left) and Executive Director, Finance William Lo present the AA's record-breaking financial performance for the fiscal year 2013/2014. 機管局前行政總裁許漢忠（左）和財務執行總監羅志聰簡介刷新紀錄的2013/2014年度業績。



香港國際機場於2013/2014財政年度的業績再創紀錄。截至2014年3月31日止年度，收益及權益股東應佔溢利分別上升12.8%及14.9%，達148.1億港元及64.5億港元。

機場管理局亦向香港特區政府宣派末期股息53億港元。自2003/2004財政年度起，機管局以派發股息及償還股本方式，向政府合共償還356.8億港元。

航空交通量穩步上揚是業績增長強勁的因素之一。年內，機場客運量及飛機起降量均刷新紀錄，分別達6 070萬人次及377 476架次。跨境客運量同樣創下新高，達到470萬人次，貨運量增加3.4%至420萬公噸。此外，機場零售特許經營權的收益增加，以及機管局實施有效的成本控制，亦帶動財務業績表現穩健。

STELLAR SHANGHAI HONGQIAO AIRPORT

Shanghai Hongqiao International Airport shattered its previous record in daily passenger volume on 27 June by topping the 129,400 mark. Flight movements on the day also reached 811, the second highest behind the record set during the World Expo 2010 in Shanghai. For the entire month, the airport recorded passenger volume of 3.14 million, reflecting a year-on-year increase of 6.9%.

In stride with the rising volume of passengers, the airport has been holding entertaining activities to enrich their travel experience. In May, the airport celebrated Tuen Ng Festival by holding festive games and a lucky draw in Terminal 2 to spread the festive joy among passengers.

上海虹橋機場業績亮麗

上海虹橋國際機場於6月27日打破了每日客運量的紀錄，達到129 400人次。同日的飛機起降量達到811架次，繼2010年上海世界博覽會後創下次高紀錄。在整個6月，虹橋機場的客運量達314萬人次，同比增長6.9%。

隨着客運量不斷攀升，虹橋機場一直舉辦各項娛樂活動，讓旅客享有更豐富的旅遊體驗。於5月，為慶祝端午節，虹橋機場在二號航站樓舉行應節遊戲及幸運抽獎，為旅客帶來歡欣的節日氣氛。





AWARDS ALL AROUND

屢獲殊榮

HKIA's credentials as an exceptional customer service provider were further strengthened when the AA received an Excellent Service Honour Award during *CAPITAL Entrepreneur's* 10th Anniversary Honour Awards ceremony. The accolade honours outstanding organisations that have demonstrated excellent achievements in areas such as customer service, brand management and corporate social responsibility. Previously, the airport was a recipient of the publication's Supreme Service Award 2013.

Attesting to its status as the city's icon, HKIA was commended by CNN as one of Hong Kong's ten advantages over other cities with its efficient transportation to the city centre and a speedy immigration process. The airport also won the hearts of *Travel + Leisure's* readers, being voted as one of the top international airports in its 2014 World's Best Awards poll.

It takes the collective efforts of the entire airport community to ensure a pleasant travel environment at HKIA. By providing support to its business partners wherever possible, the AA earned the "Airport Authority with the Most Supportive Approach to Travel-Retail" distinction at the 2014 *DFNI* Awards for Travel Retail Excellence in Asia/Pacific. Since its inception, the awards have lauded industry practitioners who are excelling in the travel retail sector.

機管局在《資本企業家》的十周年榮譽大獎頒獎典禮上獲頒「傑出服務榮譽大獎」，香港國際機場的超卓顧客服務再次獲得肯定。這個獎項表揚在顧客服務、品牌管理及企業社會責任等範疇表現卓越的機構。機管局亦曾在這本雜誌舉辦的「非凡服務大賞2013」中獲頒殊榮。

香港國際機場憑着較其他城市便利的交通往來市中心，加上高效率的出入境手續，獲美國有線新聞網絡（CNN）選為香港的十項優勢之一，足證機場是香港象徵的形象。在雜誌《漫旅 Travel+Leisure》2014年世界最佳獎的投票調查中，機場亦獲讀者投票為全球最優秀國際機場之一。

香港國際機場有賴整個機場社區群策群力，為旅客提供愉快的旅遊環境。機管局亦致力支持業務夥伴，並在2014年《DFNI》亞太區旅遊零售卓越獎選舉中，榮獲「最支持旅遊零售的機場管理機構」組別獎項。這個選舉自設立以來，一直表揚旅遊零售業界具卓越表現的機構。

STAYING COOL

With temperatures escalating during summer, safety precautions have also risen to help prevent heat stroke among workers at HKIA. Central to this initiative is the running of a heat stroke prevention campaign in June, co-organised by the AA, the Hong Kong Federation of Trade Unions Occupational Safety and Health Committee, the Staffs and Workers Union of Hong Kong Civil Airlines, Labour Department, and Occupational Safety and Health Council.

During the campaign, water bottles and towels were distributed to airport staff, including ground handling agents, baggage handling agents and aircraft cleaning staff at different locations of HKIA, along with leaflets outlining practical tips that promote work safety in the summer.

保持清涼

炎炎夏日，氣溫持續上升。為了預防員工中暑，香港國際機場亦提升了安全措施。在6月，機管局聯同香港工會聯合會職業安全健康委員會、香港民用航空事業職工總會、勞工處及職業安全健康局合辦預防中暑運動。

活動期間，工作人員在機場不同地點，向地勤服務員、行李處理員和飛機清潔人員等機場員工派贈水樽和毛巾，同時亦派發單張，宣傳夏日工作安全的實用貼士。



NEW ARRIVALS

新店開業

Hong Kong International Airport (HKIA) connects travellers to world-class cities not only through its extensive airline network, but also right within its premises. On your next visit to the airport, head off to the Departures Hall of Terminal 1 to get a taste of England by stepping into renowned department store Harrods' newly opened shop. More than a place for delicious food and confectionery items, charming teddy bears are also available that make for ideal gifts or personal keepsakes.

You will find more glitz and glamour in the same area as French fashion house Chanel has recently been added to the designer collections at HKIA. Its two-storey icon shop offers an array of clothes and accessories that await fashion-lovers. And if it's your appetite that you want to satisfy, the Chinese Kitchen at the North Satellite Concourse is now serving up mouth-watering Chinese delicacies.

香港國際機場通過廣闊的航空網絡及客運大樓內的商店，將旅客與世界各城市連繫起來。旅客日後重臨機場，可到一號客運大樓離港大堂內著名Harrods百貨新開設的商店，感受一下英倫風情。店舖提供多款美食、甜點以至可愛的泰迪熊等等，送禮自用皆宜。

你還會發現離港大堂增添更多時尚魅力。最近，法國時裝店Chanel加盟機場設計師品牌商店的行列。這家標誌商舖樓高兩層，提供一系列服裝和配飾供時尚愛好者選購。想要滿足口腹之慾的旅客則可前往位於北衛星客運廊的中國廚房，品嚐令人食指大動的中華美食。



SHANGHAI HONGQIAO AIRPORT SECURITY STEPS UP

上海虹橋國際機場加強保安

Shanghai Hongqiao International Airport enhanced its security measures during the fourth Conference on Interaction and Confidence Building Measures in Asia (CICA) Summit held recently in Shanghai. Additional personnel were deployed to conduct explosives detection tests, while contingency plans and drills were developed prior to the conference. Furthermore, onsite operations management was beefed up to ensure a smooth and secure flow of operations.

The CICA is a forum for Asian countries to enhance co-operation towards peace, security and stability in the region. Its quadrennial summit is attended by senior Asian government officials.

第四屆亞洲相互協作與信任措施會議的峰會近日在上海舉行。在峰會舉行期間，上海虹橋國際機場加強機場保安措施，除了增派人手探測爆炸品外，在峰會舉行前更制定緊急應變計劃並進行演習。此外，虹橋機場亦加強現場運作管理，確保機場運作安全暢順。

亞信會議是一個旨在增進亞洲各國之間合作，促進區內和平、安全和穩定的論壇。會議的峰會每四年舉行一次，亞洲多國的政府高級官員均會出席。



FLY ME TO SEATTLE

Delta Air Lines commenced the first daily direct passenger flight from HKIA to Seattle on 18 June. The Emerald City is surrounded by some of the most spectacular natural scenery in the US such as Mount Rainier, North Cascades and Lake Chelan.

For those staying in downtown Seattle – take a stroll through the Pike Place Market filled to the brim with local specialties, fresh floral bouquets, handcrafts and antiques.

飛往西雅圖

於6月18日，達美航空開辦每天由香港國際機場前往西雅圖的直航客運航班服務。西雅圖具翡翠之城的美譽，在城市周邊可飽覽美國不少壯麗的天然景色，例如雷尼爾山、北瀑布及奇蘭湖。

造訪西雅圖市中心的旅客，不妨逛逛派克漁市場，在品嚐多款地道特色美食之餘，亦可選購鮮花、手工藝品及古董。





A GREEN CARGO HUB

綠色貨運樞紐



Airport Authority (AA) General Manager, Aviation Logistics Alaina Shum (left) accepted the Best Green Airport honour on behalf of the AA.
機場管理局總經理—航空貨運及後勤沈朝暉（左）代表機管局接受「最佳綠色機場」獎項。

HKIA's eco-friendly initiatives were recognised by leading travel and logistics newspaper *Cargonews Asia*, which presented the airport with a "Best Green Airport" distinction during its 28th Asian Freight and Supply Chain Awards (AFSCAs) ceremony on 17 June. Since its inception, the AFSCAs have honoured logistics organisations that have excelled in leadership and consistency in service quality, innovation, customer relationship management and reliability.

HKIA scooped up the honour by consistently conforming to global green freight transport regulations, investing in green initiatives and technology, and incorporating green elements in its strategic planning, operations and staff training. From a safety standpoint, the airport demonstrated it had sound safety measures and swift response capabilities in place to curtail environmental damage in the event of accidents.

香港國際機場推行的多項環保措施，獲得著名旅遊及物流報章《Cargonews Asia》的肯定。於6月17日舉行的第28屆亞洲貨運及供應鏈頒獎典禮上，香港國際機場獲頒發「最佳綠色機場」獎項。亞洲貨運及供應鏈獎自設立以來，致力表揚在服務質素、創新意念、顧客關係管理及穩健可靠等不同範疇表現超卓的物流機構。

香港國際機場成功獲獎，歸因於其一直遵守全球環保貨運規例、投資於環保措施及科技，並在機場策略規劃、營運及員工培訓各方面，注入環保元素。從安全角度來看，機場展示了有效的安全措施及具備迅速的應變能力，一旦發生意外時，有助減少對環境造成的破壞。



PLANTING A GREENER WORKPLACE

建設環保工作間

The AA recently rolled out a Green Office Campaign to cultivate an environmentally friendly culture throughout the workplace. To kick-start the programme, the AA revamped its Green Office Guidelines with practical tips on maintaining a green office. The easy-to-follow steps cover areas including use of electronic devices, paper consumption, waste management and recycling, as well as use of daylight in the workplace, all of which enable staff to make a personal contribution by making small changes.

Apart from the guidelines, the AA has implemented a Corporate Environmental Policy which sets out green principles in the operation and development of HKIA. It has also put a Green Purchasing Policy in place that outlines best procurement practices for minimising environmental footprint. In addition, sustainable policies for information technology, paper usage and seafood dining were adopted.

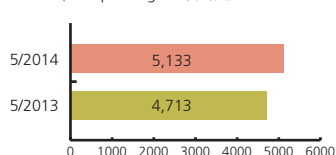
機管局最近展開綠色辦公室運動，在工作間培養環保文化。運動的首步是更新綠色辦公室指引，提供實用和簡單容易的貼士，營造環保辦公室。這份指引涵蓋的範疇包括善用電子裝置、紙張耗用、廢物管理與回收，以及在辦公室善用日光等。員工只要作出一些小改變，便為環保出一分力。

機管局除了更新指引外，亦執行企業環保政策，為香港國際機場的運作及發展訂定環保原則，並制定環保採購政策，簡介最佳採購模式，以盡量減少對環境的影響。另外，機管局就資訊科技、用紙及食用海鮮方面同樣採取可持續政策。

MONTHLY THROUGHPUT 每月客貨運量

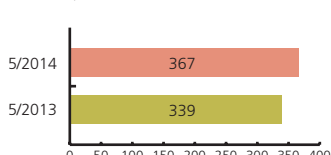
PASSENGER TRAFFIC

客運量
('000 passengers 千人次)



CARGO TRAFFIC

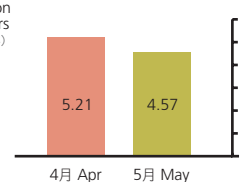
貨運量
('000 tonnes 千公噸)



MONTHLY SAFETY PERFORMANCE 每月安全表現

INJURY RATE

受傷比率
(per million
passengers
每百萬旅客)



SERVICE FROM THE HEART 竭誠服務

The heartfelt service of six outstanding members of the airport community was honoured with trophies of Individual Excellence Awards under the Customer Service Excellence Programme for fostering a most pleasant experience for passengers at Hong Kong International Airport (HKIA).

今年的「優質顧客服務計劃」，向六名出色的機場同業頒發「個人卓越獎」獎座，表揚他們提供貼心服務，為香港國際機場旅客帶來愉快的體驗。

While on duty at the check-in counter, John noticed an elderly lady travelling with her husband in a wheelchair looking worried. Acting on his instincts, John inquired about their situation and learnt that her husband was in a fragile condition and could not afford any big movements or stretches, yet her husband is uncomfortable to be handled by a female wheelchair officer. John did not hesitate to accompany the couple to their boarding gate with another male staff, and even helped to transfer the lady's husband to the cabin wheelchair.

In the end, the couple was able to proceed to a comfortable journey. Throughout the process, John patiently explained each step that was going to be performed to help the couple feel at ease.

蘇鴻章在旅客登記櫃檯值班時，留意到一名老太太與坐輪椅的丈夫同行，但她的神情看來有點擔憂。蘇鴻章直覺地上前詢問他們的情況，了解到這位男旅客身體較脆弱，既不能應付任何大幅度動作，亦難以伸展四肢；若由女職員幫忙，他亦感到不便。蘇鴻章見狀後馬上聯同另一名男同事，將他們送到登機閘口，並合力協助他轉到機艙的輪椅上。

最後，這對夫婦終可展開愉快舒適的旅程。在整個過程中，蘇鴻章一直耐心解釋行動的每一步，讓這對夫婦感到萬分放心。

John Soh 蘇鴻章

Customer Service Manager

客戶服務經理

SATS HK Limited

新翔(香港)有限公司

On a late hour at the airport, a passenger who was in transit realised that she might have left her passport on her previous aircraft. As the service counter of the concerned airline was closed, she sought the assistance of Hiu-ying who was on duty.

Upon listening to the passenger's predicament, Hiu-ying took the initiative to contact the airline staff to search for the missing passport. While waiting, the passenger became hungry but the restaurants on the Arrivals Level had already closed. Hiu-ying then volunteered to buy food from her own pocket at a restaurant on the Departures Level. The passenger later wrote to express her thankfulness to Hiu-ying, for her kindness and high quality of service that warmed her heart when she was in desperate need of assistance.

深夜時分，一名在機場等候轉機的女乘客，發現自己可能把護照遺留在上一程航機內。由於有關航空公司的服務櫃檯已經關閉，她向當值的陳曉瑩求助。

陳曉瑩得悉她的情況後，主動聯絡航空公司職員以尋找遺失的護照。等候期間，這名旅客感到肚餓，但抵港層的餐廳已經關門，於是陳曉瑩主動到離港層的餐廳，自掏腰包為她購買食物。這名旅客後來寫信表示謝意，並讚揚陳曉瑩細心體貼、服務超卓，在她極需要協助之際，伸出援手，令她暖在心頭。

**Chan Hiu-ying
陳曉瑩**

Immigration Officer
入境事務主任

Airport Division,
Immigration Department
入境事務處機場管制科

Two passengers were travelling in transit with their aunt through HKIA. Suddenly, the aunt who was carrying a heavy luggage fell while walking on the travellator. With the luggage between them, the passengers were unable to provide immediate assistance to their aunt. Fortunately, Boonchome was there and swiftly pulled the aunt up. Along with two other airport staff, Boonchome escorted the aunt out of the travellator and onto a chair where she carefully inspected the aunt's feet to ensure she was not hurt. Afterwards, Boonchome offered further assistance by helping the passengers check their boarding information.

The passengers and their aunt later sent a thank you note to express their appreciation to Boonchome for going out of her way to lend a helping hand.

兩名旅客與阿姨在香港國際機場轉機。這位阿姨推着沉重的行李，走在自動人行道上突然摔倒。由於這兩名旅客被行李阻礙，無法立即向阿姨伸出援手。幸好陳滿楚兒當時在場，迅即把阿姨拉起來。在兩名機場人員的協助下，陳滿楚兒將阿姨帶離自動人行道並坐在椅上，仔細檢查她的雙腳，確保她並無受傷。隨後，陳滿楚兒更進一步協助這幾名旅客查看登機資料。

這兩名旅客及阿姨之後向陳滿楚兒送上一封感謝信，對她主動伸手助人的行動致以謝意。

**Chan
Boonchome
陳滿楚兒**

Cleaner 清潔員

Waihong Environmental

Services Limited

惠康環境服務有限公司



Joan Ng 吳婉兒
Customer Services Officer
地勤客戶服務主任
Cathay Pacific Airways
國泰航空

While waiting at one of HKIA's boarding gates, an elderly lady from Mainland China was found to have a serious nosebleed and deemed unfit to travel further with her tour group. The lady was required to be sent to hospital, while the tour group continued on their flight to Taipei. Needless to say, she felt lonely and concerned about her nosebleed. Observing the lady's situation, Joan volunteered to accompany the sick passenger on the ambulance ride to the hospital.

During their stay there, Joan took great care of the lady, even advancing her own money to buy food for the lady. After receiving medical attention, the passenger was able to continue her travel. However, the passenger had a group visa which required the group's travel agent in Taipei to pick her up at the airport. After several rounds of persuasion, Joan successfully liaised with the travel agent to ensure the passenger was picked up upon her arrival in Taiwan.

一名來自內地的年長女士在香港國際機場登機閘口等候登機之際，突然流鼻血，情況嚴重，並不宜跟隨旅行團繼續旅程。這名女士隨後需要送往醫院，但旅行團則繼續飛往台北。此時她既孤單，又擔心流鼻血的情況。眼見這名女士的處境，於是吳婉兒主動陪同她登上救護車前往醫院。

吳婉兒一路上對這名旅客悉心照料，甚至墊資為她購買食物。旅客接受治療後原應可以繼續旅程，可是由於她所持的是團體簽證，因此必須由已在台北的旅行團代表派員到台北機場接機。經過多番游說，吳婉兒成功聯絡上旅行社，並取得其承諾，確保這名旅客抵達台灣後會得到照應。



Kalvin Lam 林啟華
Senior Operation Officer,
Customer Service
高級營運主任 — 顧客服務
Airport Authority
機場管理局

Kalvin was on his way to report for duty when he received a complaint that a wrong message was sent to passengers regarding the opening time of an in-town check-in counter at the Airport Express Hong Kong Station.

The passengers were anxious when they discovered the wrong message upon arrival at the Hong Kong Station. Recognising there was only an hour prior to the passengers' flight, Calvin quickly contacted different departments to ensure that they could board on time. He also made a prompt decision to advise the passengers to take a taxi to get to HKIA immediately.

Throughout this time, Calvin kept in close contact with the passengers and guided them towards the check-in counter. The passengers finally checked in on time and boarded their flight with peace of mind. To avoid the repetition of similar incidents in the future, Calvin later followed up with relevant parties to ensure accuracy of information at all times.

林啟華在上班途中收到投訴，有旅客獲提供機場快綫香港站一個市區預辦登機櫃檯的開始服務時間，與實際服務時間不符。

當旅客抵達香港站時，才發現有關櫃檯服務時間的訊息錯誤，感到十分焦急。林啟華知悉距離客機起飛時間只有一小時，於是迅速聯絡不同部門，確保他們能準時登機，並即時作出決定，建議旅客立刻乘坐的士前往香港國際機場。

過程中，林啟華與旅客保持密切聯絡，指示他們前往旅客登記櫃檯。乘客最終及時完成登記手續，順利上機。為了避免類似情況發生，林啟華其後與有關方面跟進，確保提供的資料準確無誤。



Pooh Chu 朱麗儀
Team Member 店務員
Lagardère Services HK Ltd
樺捷零售(香港)有限公司

A Western man came into the shop and browsed through English titles. However, he could not seem to find the book he was looking for. After paying attention for some time, Pooh approached the man to offer assistance and discovered that he was interested in rare Roald Dahl books.

Pooh tried to search the store's inventory system but to no avail. Upon learning that the man would be staying in Hong Kong for about two weeks, Pooh suggested he leave his information in case the books were located. Going above her responsibilities, Pooh visited several old bookstores in Central on her day off in search of the books. Fortunately, one of the bookstores had the Roald Dahl titles the elderly man was looking for. When Pooh returned to her shop, she contacted the man. It was much to the man's surprise and he enthusiastically came in to collect the books with the widest of smiles.

一名外籍男士走進書店瀏覽英文書籍，卻似乎找不着。朱麗儀留意了他一陣子，決定上前提供協助，並得悉他對作家Roald Dahl較少見的書籍感興趣。

朱麗儀嘗試從書店的庫存系統尋找，但沒有相關紀錄。後來得知這名男士將會在香港逗留大約兩個星期，於是建議他留下聯絡資料，以便一旦找到書本，即可與他聯絡。朱麗儀利用休假時間，到中環的舊書店尋書，這其實已經超越她職責的要求。幸運地，其中一間書店有那一位老先生尋覓的Roald Dahl著作。她返回書店後便通知老先生，這讓他喜出望外，還滿面笑容的來到書店取書。



DID YOU KNOW? 你知道嗎?

54,214 m²
平方米

Style and substance go hand in hand at Hong Kong International Airport's Terminal 1, renowned for its light ambience that basks passengers in a pleasant environment. The glass claddings incorporated into the terminal's design, covering a total area of 54,214 square metres, not only create a spacious interior, but also underline a more practical green purpose: they allow for maximum use of daylight that reduces the need for lighting, as well as reflect external heat outwards and subsequently reduce the cooling load at the terminal.

香港國際機場一號客運大樓的設計集風格與實用性於一身，其特別之處是引進大量日光，讓旅客能置身於舒適的環境下。客運大樓的建築結構融合玻璃幕牆，總面積達54,214平方米，不僅使客運大樓空間軒敞，更具實際環保用途。玻璃幕牆不但能夠善用日光以減少照明的需要；同時可將外來的熱力反射開去，繼而降低客運大樓的製冷負擔。



The World Through Your Eyes 放眼世界

Winner: Y.L. Lai
得獎者：Y.L. Lai
Caption: Winter Kamikochi (Japan)
圖片說明：寒冬的上高地（日本）



Share your most thrilling adventures throughout the world and stand a chance to win exciting prizes. Simply send us your photos with your bilingual name and caption on or before 11 August 2014 at hkianews@hkairport.com. Winners will receive an HKIA cash coupon worth HK\$100, with the winning photos published in the next issue of *HKIA News*.

將旅途中拍攝到的精采照片與讀者分享，有機會獲取豐富獎品！請於2014年8月11日或之前，將照片連同中英文姓名及圖片說明發送至hkianews@hkairport.com。得獎者可獲得價值100港元的香港國際機場現金券，而得獎作品更會於下期《翱翔天地》刊登。



Winner: Joseph Lee
得獎者：Joseph Lee
Caption: Workers at the Maras salt ponds (Peru)
圖片說明：馬拉斯鹽田上的工人（秘魯）

For rules and regulations, please visit 規則詳情請瀏覽

http://www.hongkongairport.com/hkianews/world_T&C.pdf



Have a great idea for *HKIA 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

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

HKIA 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 2014

《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2014

Printed on environmentally-friendly paper

