



THRILLER OF A SUMMER SPECTACLE

HKIA serves up a thrilling treat of Michael Jackson dance performances this summer to provide a unique welcome to travellers from around the globe.

舞迎夏日

今個夏日，香港國際機場呈獻米高積遜聞名的勁歌熱舞，以獨特方式歡迎來自世界各地的旅客。

 Turn to Page 3 下續第三頁



Colourful stories 繽紛故事

HKIA's history and future developments are showcased to the public in a roving exhibition. 香港國際機場舉辦巡迴展覽，與公眾回顧其歷史和展望未來發展。



Day with eco-reporters 小記者採訪日

Student reporters from *Ming Pao* report on HKIA's award-winning green measures. 《明報》學生記者團了解機場各項得獎的環保措施。



Heartwarming customer service 用心服務

Airport teams warm passengers' hearts with their outstanding customer service. 機場團隊以超卓的顧客服務款待旅客，溫暖人心。



Air traffic at Hong Kong International Airport (HKIA) continued its upward trend in July as flight movements increased 3.5% year-on-year to 33,285, surpassing the twin records set in August and December last year. Passenger volume and cargo throughput also grew by 3.6% and 8.3%, respectively, to complete another month of across-the-board growth.

Traffic demand has been on the rise since the start of 2014 and is expected to continue. According to a recent market forecast by Boeing, global air traffic will expand at a rate of 5% over the next 20 years. In view of

the strong demand, airports all over the world, from Shanghai and Singapore to Doha and Istanbul, are expanding to capture a larger slice of the booming market. HKIA cannot afford to lag behind and must forge ahead. Expanding HKIA into a three-runway system is the only viable long-term solution to cope with the robust growth.

This year is the 100th anniversary of the first scheduled commercial flight which flew from St. Petersburg to Tampa, Florida, marking the dawn of regular passenger air travel. Since then, the global aviation industry has undergone a phenomenal revolution. Long gone are the days when an airport was simply a place to transport people from one destination to another; it is now but a part of the overall travel experience.

HKIA, likewise, has experienced a dramatic transformation. Vivid images shared by the public in our recent photo collection campaign brought back memories of the Kai Tak days - iconic scenes of aircraft flying over Kowloon City, a Departures Hall packed with travellers, and the unforgettable Kai Tak Nullah near the airport. These may seem so distant now, but it has only been 16 years. Less than two decades on, HKIA has established itself as the epitome of today's modern airport and earned the world's best airport honour for over 55 times.

As the aviation industry continues to evolve, HKIA and the airport community will get ready to take on future challenges and offer passengers an even more gratifying travel experience in the years to come.

香港國際機場的航空交通量在7月份繼續保持升勢，飛機起降量同比增長3.5%至33,285架次，打破去年8月及12月創下的紀錄。同月的客運量及貨運量亦分別上升3.6%及8.3%，再次錄得全面增長。

自2014年開始，航空交通需求一直上升，預期升勢持續。根據波音公司最近的一項市場預測，於未來20年全球航空交通量將按年增長5%。鑑於需求殷切，世界各地的機場，無論是上海、新加坡，以至多哈及伊斯坦堡等均進行擴建，務求從蓬勃的航空市場中取得更大份額。因此，香港國際機場決不能有所落後，必須積極向前發展，而擴建機場成為三跑道系統是唯一可行的長遠解決方案，以應對強勁的增長。

今年是首班定期商業航班投入服務一百周年。當年的首班定期航班，從美國佛羅里達州聖彼得堡飛往坦帕，為定期客運航空揭開序幕。從那時起，全球航空業經歷了翻天覆地的變化。昔日，機場只是將旅客從一個地點送到另一個目的地。時至今日，機場仍然一如既往地接載旅客，但同時亦是整體旅遊體驗的一部分。

香港國際機場同樣經歷了巨大的轉變。最近，我們舉辦相片徵集活動，收到市民分享的眾多相片——飛機掠過九龍城上空、客運大樓擠滿旅客、機場附近令人難忘的啟德明渠等具標誌性的情景歷歷在目，勾起了昔日有關啟德的回憶。一切彷彿距今甚遠，其實只有16年光景。在不足20年內，香港國際機場已成為當今現代化機場的典範，並曾超過55次被譽為全球最佳機場。

隨着航空業不斷演進，香港國際機場及機場同業亦準備就緒，迎接未來的種種挑戰，矢志在今後為旅客提供更稱心滿意的旅遊體驗。

C K Ng
Acting Chief Executive Officer

署理行政總裁吳自淇





THRILLER OF A SUMMER SPECTACLE

舞迎夏日

Hong Kong International Airport (HKIA) served up a thrilling treat of Michael Jackson dance performances this summer to provide a unique welcome to travellers from around the globe.

From 11 to 24 August, performers adorned in the Moonwalker's iconic outfits danced to creative remixes of the King of Pop's timeless songs at the Meeters and Greeters Hall of Terminal 1, creating an upbeat and energetic atmosphere at HKIA. The dancing was followed by a chorus performance of a classic Michael Jackson song, bringing the show to a riveting climax. The spectacle drew a sizeable crowd who showed their appreciation with a jubilant round of applause upon its conclusion.

For their curtain call, the dancers greeted the crowd up close and had their photos taken with passengers. Spreading the lively atmosphere even further, dancers in full gear roamed around the terminal to surprise passengers and hand out souvenirs.

The talented dancers comprised students from the Hong Kong Academy for Performing Arts (HKAPA) and its educational arm, Extension and Continuing Education for Life. Providing them full support was HKAPA Director Professor Adrian Walter. The summer showcase marked the school's third collaboration with the Airport Authority following successful performances during the previous Christmas and Easter holiday seasons.

Providing a touch of authenticity to the shows was the behind-the-scenes supervision from musician Howard McCrary, who has collaborated with international artistes including Quincy Jones, Chaka Khan and Michael Jackson himself. His advice on musical arrangement and on-stage showmanship were invaluable to the glowing success of the summer performances.



今個夏日，香港國際機場呈獻米高積遜聞名的勁歌熱舞，以獨特方式歡迎來自世界各地的旅客。

於8月11日至24日，表演者穿上米高積遜標誌款式的舞衣，在一號客運大樓接機大堂，隨着改編自流行音樂之王經典歌曲的音樂舞動起來，為機場注滿歡樂活力的氣氛。其後全體表演者高唱一首悅耳的米高積遜名曲，將整個表演推至高潮。精采的表演吸引人潮駐足欣賞，表演結束時，更獲觀眾紛紛報以熱烈掌聲。

舞蹈員謝幕時還走進觀眾群，與旅客拍照留念。一身表演裝扮的舞蹈員更在客運大樓穿梭，為旅客帶來驚喜、送上紀念品，令客運大樓的氣氛更加熱鬧。

這群才華橫溢的舞蹈員均是香港演藝學院及附屬學校演藝進修學院的學生，表演得到演藝院校長華道賢教授全力支持。繼早前於聖誕節及復活節期間在機場的成功演出後，這次夏季表演已是機場管理局與學院的第三度合作。

這項精湛動人的表演，有賴幕後功臣音樂家Howard McCrary的指導。他曾與國際知名藝術家，包括Quincy Jones、Chaka Khan及米高積遜本人等合作。他對演出的編曲及舞台表演技巧給予寶貴建議，造就今次圓滿的夏季表演。



◀ International musician Howard McCrary (back row, middle) and HKAPA Director Professor Adrian Walter (back row, third from right) lend their expertise in producing the spectacle. 國際音樂家Howard McCrary（後排中）與香港演藝院校長華道賢教授（後排右三）為精湛的表演提供專業意見。

AIRPORT'S STORY UNFOLDED 細說機場故事

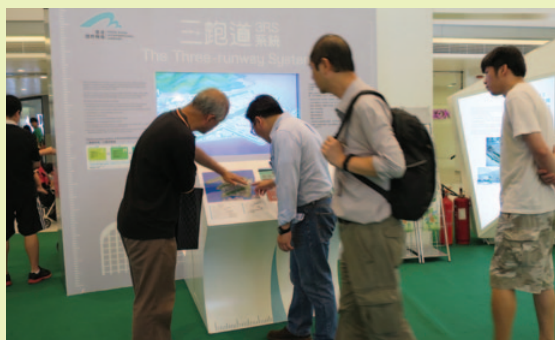
Hong Kong International Airport's (HKIA) colourful history and future prospects were showcased to the public in the "HKIA – History and Prospects" roving exhibition held from June to August. Previously on display in Taikoo Shing's Cityplaza and the Olympian City in West Kowloon, the exhibition came to its conclusion on 3 August at Tuen Mun Town Plaza, attracting over 45,000 visitors in total.

The displays presented different facets of the airport throughout the years, from the early days of HKIA and its current operations, to its future developments such as the three-runway system (3RS) project. The exhibition in Tuen Mun also featured the green aspect of the airport with exhibits such as LED airfield ground lights and bio-diesel.



機場管理局於6月至8月期間，舉行以「香港國際機場——回顧與展望」為題的巡迴展覽，讓公眾回顧機場的豐富歷史，同時介紹其未來發展。展覽先後在太古城中心、西九龍的奧海城及屯門市廣場展出，並於8月3日結束，整個巡迴展覽合共吸引超過45 000人次參觀。

這個展覽展示機場多年來的不同面貌，涵蓋香港國際機場的早期發展、現時運作，以至三跑道系統計劃等未來發展方向。於屯門舉行的展覽更擺放了飛行區發光二極管燈號及生物柴油等展品，展現機場的綠色面貌。



FORUMS WITH FISHERMEN 漁民簡報會

As part of its efforts to make the Environmental Impact Assessment (EIA) process as transparent as possible, the Airport Authority (AA) organised three briefings for members of the Hong Kong Fishermen Consortium and Hong Kong Fishery Alliance to share pertinent updates on the 3RS project.

AA senior management and an EIA consultant were on hand to identify key findings of the EIA and elaborate on the 3RS project's potential impact on fisheries and its corresponding mitigation measures. A Q&A session allowed fishermen to share their views and have their queries addressed by the panel.

As the EIA report is under review by the Advisory Council on the Environment (ACE), a series of meetings between the AA and ACE EIA Subcommittee have been underway to facilitate in-depth discussions on the report throughout August.



機管局致力提高環境影響評估程序的透明度，分別舉辦三場簡報會，向香港漁民團體聯會及香港漁業聯盟的成員簡介三跑道系統計劃的最新進展。

機管局高級管理人員及環評顧問在場講解環評報告的主要結果，並闡述三跑道系統計劃可能對漁業造成的影響，以及相應的緩解措施。簡報會設有問答環節，讓漁民表達意見，並由席上的代表解答他們的提問。

環境諮詢委員會現正審閱環評報告。於8月份，機管局與環諮會環境影響評估小組進行連串會議，就環評報告作深入討論。

SNAPSHOTS OF AVIATION HISTORY 航空歷史定格

The recent one-month photo collection campaign organised by the AA received an overwhelming response from the public keen on sharing their unforgettable memories at the airport. Over 1,400 photos were submitted, featuring the remarkable evolution of the airport from the early Kai Tak days to the present HKIA. Some photos even have a history of more than 50 years. Three entries stood out as the Grand Prize winners. The three photos, along with other selected submissions, will be included in a set of two airport history books published in September.

機管局舉辦的相片公開徵集活動，公眾反應踴躍，積極分享他們在機場的難忘回憶。活動為期一個月，機管局共收到超過1 400張相片，記載機場從早期啟德年代至今日香港國際機場的重大演變，部分相片更有超過50年歷史。其中三張相片在一眾相片中脫穎而出，贏得大獎。這三張得獎相片，將連同其他獲選相片刊於機場歷史回顧書籍內，有關書籍共分兩冊，並將於今年9月出版。

Winner
得獎者
Lau Shu-hing
劉瑞卿

Well-wishers flock to Kowloon City to get a glimpse of the last flights landing at their beloved Kai Tak Airport a few days before its closure in July 1998. 在1998年7月啟德機場關閉前數天，市民蜂擁至九龍城，一睹飛機降落這個受港人喜愛機場的最後情景。



Winner
得獎者
Alan Leung
梁妹榮

Taken in 1955, family members see a well-dressed man (middle) off in front of a Japan Airlines propeller-driven aircraft a few feet away from the apron. 相片攝於1955年，當時多位親友在停機坪不遠處送別相中西裝筆挺的男士（中）。背後是一架日本航空螺旋槳飛機。



Winner
得獎者
Mathew Tsang
曾炳輝

Aircraft descending amidst residential buildings perfectly encapsulate the unique challenge of landing in Kai Tak Airport at the heart of the populous Kowloon City. 一架飛機飛越人口稠密的九龍城區上空，克服掠過眾多住宅大廈的挑戰，緩緩在啟德機場降落，完美地完成任務。



STRENGTHENING CUSTOMER SERVICE

加強客戶服務



A series of tailor-made customer service workshop runs from July 2014 to March 2015 to help airport staff cope with daily challenges. 為協助機場員工應付日常挑戰，機管局於2014年7月至2015年3月舉辦一系列精心設計的客戶服務工作坊。

Hong Kong International Airport (HKIA) continues to enhance its culture of service excellence with the recent launch of a series of customer service workshops for airport staff. The workshops are designed to help airport staff get a better grasp of the daily customer service challenges and pick up practical tips to excel in their profession.

With different groups of airport staff encountering their own unique set of challenges, the workshops are tailor-made to assist them in addressing specific situations. Prior to the workshops, separate focus group meetings were held with business partners to understand their work processes. The workshops also elaborate on particular topics such as emotion control when handling complaints and maintaining good quality customer service when implementing regulations.

香港國際機場致力不斷提升優質服務文化。最近，機場管理局為機場員工舉辦多個客戶服務工作坊，讓他們應付日常工作上的挑戰時更得心應手，並提供實用貼士，使服務更精益求精。

由於不同崗位的機場員工所面對的挑戰各異，機管局先與各業務夥伴舉行聚焦小組會議，了解他們的工作，再按個別情況設計工作坊的內容，以協助他們應對不同狀況。工作坊亦講解特定課題，例如處理投訴時的情緒控制，以及如何在執行規則時保持良好客戶服務等。

ALL BUSINESS AT HKIA

商界匯聚機場

Delegations from the American Chamber of Commerce in Hong Kong (AmCham) and the Chinese Manufacturers' Association of Hong Kong (CMA) paid separate visits to HKIA on 15 July and 8 August, respectively. Both groups listened to an overview of the airport's operations and future developments. They also took a peek at the bustling airfield and the different environmental technologies at the airport.

來自香港美國商會及香港中華廠商聯合會的代表團，分別於7月15日和8月8日到訪香港國際機場。這兩個訪問團聽取了機場的運作和未來發展的介紹。他們還參觀了飛行區繁忙的運作情景，並了解機場不同的環保技術。



AmCham representatives observe the innovative eco-friendly measures incorporated at the wastewater treatment plant. 香港美國商會的代表參觀廢水處理廠採納的創新環保措施。



Delegates from CMA experience the real-time operations at the Integrated Airport Centre. 香港中華廠商聯合會的代表團在機場中央控制中心了解實時運作。



SUMMER FUN AT SHANGHAI HONGQIAO AIRPORT

上海虹橋機場 夏日樂融融

School's out and more junior travellers are showing up at Shanghai Hongqiao International Airport ready for a holiday trip during their summer break. To make their journey more enjoyable, the airport amused children by providing a selection of nostalgic games, quizzes on animation and hi-tech games in August.

The airport also promoted a green lifestyle with the launch of an "Empty Your Dish" campaign in July that encouraged travellers to minimise food waste. Posters and stickers were placed at restaurants, while ambassadors roamed around the terminal every Friday to reinforce the message to travellers. Diners who did not leave any food on their plate when eating at certain restaurants were awarded with certificates and gifts for their efforts.

適逢學校放暑假，在上海虹橋國際機場，到處可見準備外遊的小旅客。虹橋機場於8月份準備了一系列的懷舊遊戲、動畫問答比賽和高科技遊戲，讓他們在展開多姿多采的愉快旅程前，先來玩個痛快。

此外，虹橋機場亦推廣綠色生活，於7月舉辦「光盤行動」，鼓勵旅客盡量減少剩飯。機場除了在餐廳張貼海報及貼紙外，每逢周五環保大使更會在航站樓內，向旅客推廣有關信息。若食客在指定餐廳用膳且沒有剩餘食物，會獲得證書和禮物，以示嘉許。



ACCREDITATION OF ASSET MANAGEMENT SYSTEM

The Airport Authority (AA) and the Electrical and Mechanical Services Department have jointly obtained the PAS 55-1:2008 certification of asset management system from the Hong Kong Quality Assurance Agency for their maintenance services of HKIA's Airfield Ground Lighting System.

The PAS 55-1:2008 designation is a globally recognised standard for the optimised management of physical assets. The accreditation measures a number of specific areas of asset management, from lifecycle strategy to everyday maintenance, enabling organisations to develop best practices for a sustainable use of its assets. The benchmark ensures that the assets deliver their optimum level of performance at an optimal cost and is widely adopted by public utilities and transport organisations in Hong Kong. The maintenance services of HKIA's Airfield Ground Lighting System is the AA's pilot system to follow this PAS 55-1 standard in asset management and the AA is currently considering extending the standard to its other assets.

資產管理系統認證

機管局及機電工程署共同為香港國際機場飛行區地面燈號系統提供的維修保養服務，獲得香港品質保證局頒發PAS 55-1:2008資產管理系統認證。

PAS 55-1:2008認證是全球公認的優化實體資產管理標準。認證涵蓋資產管理多個特定範疇，從生命周期管理策略以至日常的維修保養，讓機構制定最佳實踐方法，使資產可持續使用。這項認證基準使資產以合理成本發揮最高效能，獲香港公用事業及運輸機構廣泛採用。機場飛行區地面燈號系統是機管局首項遵照PAS 55-1資產管理標準保養的系統，機管局正考慮將這套標準應用到其他資產的管理。



DID YOU KNOW? 你知道嗎?

1,600

metres 米

There is more than meets the eye at HKIA's airfield.

Two extensive tunnels actually run below the airfield, stretching across the South Runway for approximately 1,600 metres. The eastern tunnel links the cargo apron with the passenger apron and the Air Traffic Control Complex and Tower, while the western tunnel connects the expanding west apron to the cargo area. Together, the tunnels enable hundreds of service vehicles operating at the airfield to travel efficiently to facilities such as the air catering kitchens, cargo terminals and airmail centre.

香港國際機場飛行區隱藏很多奧妙之處。在飛行區下其實設有兩條長長的隧道，貫穿南跑道，長約1 600米。東隧道連接貨運停機坪與客運停機坪、航空交通管制大樓及指揮塔，西隧道則將擴建中的西停機坪與貨運區連接起來。兩條隧道讓停機坪數以百計的服務車輛，在航膳廚房、空運貨站及空郵中心等設施之間便捷穿梭。

CULTURAL JOURNEY AT THE 'ARTPORT'

機場藝術文化之旅

There is now even more reason for a leisurely stroll around Hong Kong International Airport (HKIA) with new exhibitions currently on display at Terminal 1.

The "Science x Art" exhibition at the Departures Hall catches your eyes with art pieces created by junior secondary students with inspiration from scientific principles, such as paintings, mosaics and paper model. The project was initiated by the University of Hong Kong's Faculty of Science and aims to promote science literacy among the community.

If you are interested in history and culture, take a tour of the TIMELESS archiCULTURE roving photo exhibition at the Arrivals Hall, which features photos of 14 conservation projects in Hong Kong that have won the UNESCO Asia-Pacific Awards for Cultural Heritage Conservation. The exhibition includes historical and architectural anecdotes about the sites, providing visitors with a glimpse of the efforts that have gone into restoring these monuments to their former glory.

香港國際機場一號客運大樓現正舉行的新展覽，讓旅客在機場有更多悠閒好去處。

在離境大堂舉行的「科學與藝術的融合」展覽，展出初中學生受科學原理啟發而創作的藝術品，例如繪畫、馬賽克及紙製模型，令人注目。這個由香港大學理學院創立的項目，旨在提高大眾對科學的認識。

如您想認識歷史文化，可到接機大堂參觀「歷久彌新」巡迴相片展覽。這個展覽展出了本港14個榮獲聯合國教科文組織亞太區文化遺產保護獎的保育項目相片，參觀者可從中領略有關項目的歷史及建築特色，並了解這些古蹟的修復工作，如何令建築物回復昔日光輝。



KNOWING SHANGHAI HONGQIAO AIRPORT

認識上海虹橋機場

On 12 June, around 20 architects, surveyors, landscape architects, urban planning and financial professionals from Hong Kong embarked on a trip to Shanghai Hongqiao International Airport. Following greetings with Shanghai Hong Kong Airport Management Co., Ltd Deputy General Manager Michael Yuen upon their arrival, the group proceeded to tour Terminal 2 and the East Transportation Centre of Hongqiao Airport.

The occasion also allowed for discussions on the design, planning and management of the world-class Hongqiao Integrated Transport Hub. The mega infrastructure project integrates the airport, a high-speed railway and local transport network all in one vicinity.

6月12日，約20名香港建築師、測量師、園林設計師、城市規劃及金融專業人員到訪上海虹橋國際機場。訪問團抵達虹橋機場後，由滬港機場管理（上海）有限公司常務副總經理阮英傑接待，並參觀了虹橋機場二號航站樓和東交通中心。

在參觀期間，訪問團亦就虹橋綜合交通樞紐的設計、規劃及管理進行討論。這項世界級的大型基建項目，打造出集機場、高速鐵路和當地交通網絡於一身的交通樞紐。



SPEEDIER BAGGAGE DROP

託運行李更省時快捷

The Airport Authority (AA) recently completed an experimental run on a self-service baggage drop system, aiming to offer passengers more self-service options and minimise their waiting time, as well as improve the efficiency in resources management. HKIA is the first international airport in Asia to introduce the facility.



Working with airlines, four stations were installed in the Departures Hall of Terminal 1 during the six-month trial to facilitate group check-in on selected flights. Following check-in online or at the self-service kiosks, passengers could simply print out a tag from the baggage drop machines, affix it to their bags, and send them on their way via the conveyor belt. Traditionally, passengers have to go through baggage drop counters to drop off their baggage.

The self-service baggage drop system trial revealed a significant reduction in processing time, from two to three minutes down to an average of 69 seconds. In addition, about three quarters of surveyed participants indicated a preference for the new method. In light of the positive feedback, the AA is pursuing the full implementation of the system at the airport.

機場管理局最近完成了自助行李託運系統的試行計劃。計劃務求為旅客提供更多自助服務選擇、盡量減少旅客的等候時間，並更有效地運用資源。香港國際機場是亞洲首個引入這項設施的國際機場。

在為期六個月的試行期間，機管局與航空公司合作，在一號客運大樓離港大堂安裝四個自助行李託運系統，方便選定航班的團體登記旅客使用。旅客在網上或自助登記服務機辦理登記手續後，只需從行李託運機列印標籤，貼在行李上，然後將行李放到輸送帶，行李便會運送至航機，而傳統做法是旅客須前往行李託運櫃檯，將行李寄艙。

自助行李託運系統試行計劃結果顯示，處理行李的時間由兩至三分鐘，顯著減少至平均69秒。此外，在意見調查中，有近四分之三的受訪者傾向新方法。由於有關計劃反應正面，機管局正研究在機場全面推行這個系統。



SMART ENERGY USERS

傑出節能機構

The AA's energy conservation efforts recently earned itself the sixth "Class of Excellence" Energywise Label under the Hong Kong Awards for Environmental Excellence. With a total of 1,181,590 kilowatt hours reduced, the AA was one of the top three energy savers under the 2013 Energywise Label recognition scheme.

The scheme was established to encourage Hong Kong companies and organisations to adopt energy saving measures. The AA was among the first to join the scheme when it started in 2008 and has actively pursued ways to reduce power usage, such as replacing traditional lighting with 100,000 LED lights, installing motion sensors at the car parks to control lighting, installing green roof and solar panels at the Limousine Lounge, and upgrading the air-conditioning system of the terminals. The outstanding performance of the AA has made it a role model for the other participants and it was invited to share its experience at the scheme's certificate presentation ceremony.

機管局最近獲得「香港環保卓越計劃」的卓越級別「節能標誌」，表揚其在節能方面的努力，這次是機管局第六次獲得這個節能標誌。在2013年，機管局合共減少1 181 590度電力，成為「節能標誌」獎勵計劃三甲之一。

「節能標誌」計劃於2008年成立，旨在鼓勵香港企業及機構採取節能措施。機管局是參與計劃的首批機構，一直積極減少用電，例如以十萬枚發光二極管燈取代傳統照明裝置、在停車場安裝動作感應器以控制照明、在專車候車處裝設綠化天台及太陽能電池板、提升客運大樓的空調系統等。機管局的出色表現成為其他參與者的典範，並獲邀在這個計劃的證書頒發儀式上，分享經驗。



▲ AA Senior Manager, Electrical and Mechanical Kelvin Wong (left) accepts the certificate on behalf of the AA. 機管局高級經理——工程及維修黃家和（左）代表機管局領取證書。



DRIVING A GREENER LIFESTYLE

環保駕駛

Emissions from road vehicles have been a prominent source of air pollution in Hong Kong. To raise awareness on this concern, the AA organised a green driving and living seminar on 18 July. On the day, Friends of the Earth (HK) Head of Advocacy and Education Edwin Lau spoke to around 40 AA staff in attendance about the impact of increasing energy consumption and the associated emissions on the environment and people. In particular, Lau identified inefficient vehicles and poor driving practices as key contributors to air pollution.

Rounding up the event, Lau shared with the participants green driving and low carbon living tips covering areas such as clothing, eating, travel and lifestyle.

路面車輛排放的廢氣是本港空氣污染的主要來源。為了提高員工對有關方面的認識，機管局於7月18日舉辦綠色駕駛和生活講座。當天，香港地球之友環境事務及教育部總管劉祉鋒向在座約40名機管局員工，講解能源消耗量上升及相關排放對環境和人類的影響。他亦指出，能源效益較低的車輛和不良的駕駛習慣是造成空氣污染的主要原因。

最後，劉祉鋒與參加者分享環保駕駛的心得，以及在衣食住行方面實踐低碳生活的貼士。



機管局早前在「香港環保卓越計劃」獲頒界別卓越獎，其後於7月14日，來自《明報》的學生記者團參觀香港國際機場，認識機場屢獲殊榮的環保措施。

小記者首先參觀機場的環保設施，例如公眾區垃圾站、專車候車處的綠化天台及太陽能電池板、電動車及其充電站。隨後，他們更採訪機管局的環保團隊，了解機管局環保政策的計劃及執行工作。

機管局與業務夥伴採取多項環保措施，而與2008年的水平相比，2013年整個機場的碳強度已減少約18%。目前，機場正朝着於2015年年底前減少25%的目標邁進。

JUNIOR REPORTERS PROFILE HKIA'S ENVIRONMENTAL INITIATIVES

小記者採訪機場環保工作

Following the attainment of a Sectoral Award under the Hong Kong Awards for Environmental Excellence, the AA welcomed a delegation of student reporters from *Ming Pao* for a visit to HKIA on 14 July to learn about the airport's award-winning environmental initiatives.

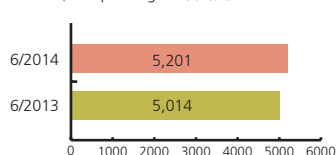
The aspiring reporters toured the green facilities at the airport, such as the landside waste station, green rooftop and solar panels at the Limousine Lounge, and Electric Vehicles (EVs) and EV charging stations, followed by an interview with the AA environmental team on the planning and implementation of green policies by the AA.

Thanks to the various eco-friendly measures adopted by the AA and its business partners, the airport-wide carbon intensity has been reduced by approximately 18% in 2013 compared to 2008 levels, putting HKIA on the right track to the reduction target of 25% by 2015.

MONTHLY THROUGHPUT 每月客貨運量

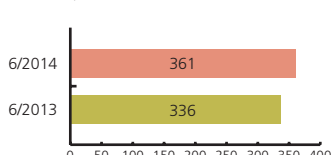
PASSENGER TRAFFIC

客運量
('000 passengers 千人次)



CARGO TRAFFIC

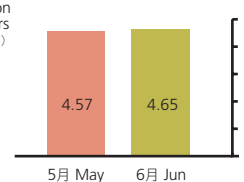
貨運量
('000 tonnes 千公噸)



MONTHLY SAFETY PERFORMANCE 每月安全表現

INJURY RATE

受傷比率
(per million passengers
每百萬旅客)



Cross-company Excellence Award 合作團隊卓越獎

SERVICE EXCELLENCE EVERY STEP OF THE WAY 卓越服務處處顯

Exceptional service at Hong Kong International Airport (HKIA) never sleeps as epitomised by the following trophy-winning teams of the Customer Service Excellence Programme's Corporate Excellence Awards. This year, the programme introduced a new Cross-Company Excellence Award to recognise outstanding collaboration between airport organisations.

香港國際機場致力時刻為旅客提供卓越服務，以下「優質顧客服務計劃」的「企業團隊卓越獎」獎座的得獎團隊，充分展現這種服務精神。今年計劃更增設「合作團隊卓越獎」，以表揚齊心合力提供超卓服務的機場機構。

The Christmas spirit was truly felt at HKIA when the Customer Services Department of the Airport Authority (AA) spearheaded the unique idea of tying candy cane surprises to checked-in baggage of selected arrival flights during the festive season. It sounds easy and simple but bringing the idea to life required unprecedented teamwork from an army of Santa's helpers comprising different airport community members. Throughout the process, the team closely co-ordinated with each other to ensure smooth execution of logistics so as to minimise any delay in baggage delivery.

The heartwarming action lit up smiles at the Baggage Reclaim Hall as the passengers were greeted by the wonderful surprises on their baggage. By going the extra mile to spread the Christmas cheer, the participants were lauded for their collaborative efforts in making the travellers' trip one to remember.

去年聖誕節，機場管理局客戶服務部以別出心裁的構思，為香港國際機場抵港旅客送上節日驚喜，在選定航班的寄艙行李掛上糖果手仗，讓旅客感受佳節的歡樂。這份送禮心意聽來容易，卻要不同崗位的機場員工一同充當聖誕老人的助手，發揮團隊精神才能成功。在整個過程中，各團隊緊密協調，確保各項安排順利無阻，並盡量避免運送延誤。

旅客認領行李時發現這份驚喜禮物，無不喜出望外、笑逐顏開，行李認領大堂洋溢一片溫馨歡欣的氣氛。「香港機場奇妙聖誕」的團隊，彼此通力合作，在服務上多加一點心思，為旅客送上聖誕祝福，帶來難忘的旅程，贏得一致讚賞。

Corporate Excellence Award 企業團隊卓越獎

Hong Kong Airlines 香港航空

Lois Cheung 張惠雅
Senior Purser 高級乘務長
Nicro Siu 蕭沛筠
Flight Purser 乘務長
Stefani Tsang 曾偉珊
Flight Attendant 乘務員

A flight approaching HKIA encountered severe turbulence some 20 minutes prior to landing. The unexpected incident caused injuries to passengers and crew members on board, including Lois and Nicro who were on duty, and the passengers were in fear. Despite sustaining injuries, Lois and Nicro remained determined to ensure the safety and well-being of the passengers until the aircraft landed.

Upon landing, the two, together with Stefani and other flight attendants, comforted the passengers and asked them to stay calm in their seats so that paramedics could tend to the injured immediately. While the other flight attendants offered assistance and translation to the medical team, Lois continued to brave the pain and oversaw the disembarkation of passengers. Not until all the passengers were taken care of did the injured crew members seek medical attention themselves. Throughout the entire time, Lois provided updates to her supervisor and helped co-ordinate the situation with different parties.

By handling such a critical situation in a calm and professional manner, the in-flight service team ensured the maximum safety of everyone on board.

一班飛往香港國際機場的客機，在降落前約20分鐘遇上強烈湍流。突如其來的意外，令機上乘客驚惶失措，更造成乘客及機組人員受傷，包括正在值勤的張惠雅及蕭沛筠。儘管受了傷，二人仍堅守崗位，照顧乘客的安全及需要，直至航機著陸。

飛機降落後，二人與曾偉珊及其他機艙服務員安撫乘客，勸喻各人冷靜留在座位，以便救護人員即時救援傷者。各機艙服務員為救護隊提供協助、幫忙翻譯，而張惠雅則繼續忍着身體傷痛，安排乘客逐一離開機艙。妥善照顧所有乘客後，受傷的機組人員才接受治理。事故期間，張惠雅不時向上司匯報最新情況，並聯繫不同單位協調事件。

各機組人員在危急關頭仍處變不驚，冷靜專業地處理意外，盡力保障機上乘客的安全。

Hong Kong Tourism Board Visitor Centre 香港旅遊發展局旅客諮詢中心

Mary Luk 陸可韻
Officer, Visitor Services
旅客服務助理主任
Mavis Lin 林曉毅
Officer, Visitor Services
旅客服務助理主任



Miracle Christmas at HKIA 香港機場奇妙聖誕

Airport Authority 機場管理局
Cathay Pacific Airways 國泰航空
Customs and Excise Department 香港海關
Dragonair 港龍航空
Hong Kong Airport Services Limited
香港機場地勤服務有限公司
ISS Facility Services Limited
怡和客務資源管理有限公司
JSL Limited
Worldwide Flight Services Holdings S.A.
環美航務



Project PRE-EMPT 先知先覺保安計劃

Airport Authority 機場管理局
DFS
Hong Kong Police Force -
Airport District
香港警務處—機場警區

HKIA's skies become even safer thanks to Project PRE-EMPT, which has fostered a "Security is Everybody's Business" culture throughout the 65,000-strong airport community since 2009. Implemented by the Hong Kong Police Force - Airport District with support from airport community members such as the AA, DFS and other retail shops, the ongoing project has raised awareness on aviation security and crime prevention throughout the community. Through Project PRE-EMPT's initiatives, comprising a solid airport security network, a Task Force Hotline, a series of security workshops and community engagement activities, co-operation between different airport organisations has been enhanced. As a result, they have become HKIA's eyes and ears in alerting the police whenever they come across any suspicious people, objects or activities.

The measures have paid off as a number of arrests have successfully been made through the Task Force Hotline. Such a proactive approach has helped make HKIA one of the safest airports in the world, leaving travellers to enjoy peace of mind throughout their journey.

「先知先覺保安計劃」自2009年推行以來，向機場65 000名員工推廣「機場保安，你我負責」的文化，進一步提升香港國際機場的保安安全。這項計劃由香港警務處轄下的機場警區執行，並在機管局、DFS及其他零售商店等機場同業支持下，增強了機場社區對航空保安及防止罪行的意識。計劃實行了多項措施，包括建立了強大的機場保安通訊網絡、設立特遣隊熱線、舉辦連串保安工作坊及社區參與活動，加強不同機場機構之間的合作，讓各機場成員成為機場的防罪耳目，每當發現任何可疑人士、物件或行為時，可立刻通知警方。

計劃的措施奏效，特遣隊的舉報罪案熱線促成了多宗成功拘捕。這些積極主動的舉措，令香港國際機場成為世界上最安全的機場之一，讓旅客安心享受他們的旅程。

Following a flight delay, a German couple, who were travelling on their wedding anniversary, became distraught when they were unable to meet up with their tour guide nor fully recall their hotel reservation details upon arrival at HKIA. Out of desperation, they approached the Hong Kong Tourism Board Visitor Centre to seek assistance.

Upon learning of their predicament, Mary and Mavis consoled the couple and exhausted all means to locate their tour guide and hotel. They searched for the tour guide at the Meeters and Greeters Hall, contacted the couple's travel agent in Germany and helped the couple access their emails to check their itinerary, but all these attempts failed. Learning from the couple that the hotel is in Kowloon, Mary and Mavis did not hesitate to make countless phone calls to almost every hotel across the area. Through their tireless efforts and dedication, Mary and Mavis eventually located the correct hotel. The couple was relieved and had a photo taken with their heroes as a memento of this unique experience.

由於航班延誤，一對來港慶祝結婚周年的德籍夫婦，抵達香港國際機場後，未能會合他們的導遊，對預訂酒店的資料亦只有零散頭緒，感到非常徬徨。在無計可施下，他們到香港旅遊發展局旅客諮詢中心求助。

陸可韻及林曉毅了解這對夫婦的困難後，一方面安慰他們，另一方面用盡辦法幫助他們找尋該導遊及酒店。二人嘗試在客運大樓接機大堂尋找導遊、聯絡夫婦在德國的旅行社，亦協助他們從電郵翻查行程資料，可惜都無功而返。二人從夫婦口中得知他們預訂的酒店位於九龍區後，馬上致電區內各間酒店，逐間查詢。幾經努力，打了無數電話後，陸可韻及林曉毅最終找到正確的酒店。這對夫婦終於鬆一口氣，更與二人拍照留念，感謝她們的幫忙，並紀念今次難忘的經驗。



Customs and Excise Department 香港海關

Airport Passenger Team
機場乘客小組

The Customs and Excise Department Airport Passenger Team operates round the clock to provide smooth and efficient clearance services for passengers. Staying true to their exceptional service principles, the frontline officers place high importance to passengers' privacy by shielding the baggage examination process from public sight. They also offer prompt assistance to travelling-related enquiries which are beyond their scope of customs responsibilities. They even take extra steps in striving to provide efficient, courteous and professional services by constantly optimising their workflow, attending service enhancement courses and updating the team members' knowledge. The team's efficiency and professionalism have significantly contributed to the passengers' pleasant travel experience at HKIA.

香港海關機場乘客小組每天24小時為旅客提供暢順、高效率的清關服務。前線人員堅守提供卓越服務的原則，高度維護旅客的私隱，檢查行李程序會在有遮擋的情況下進行，以避開公眾注目。除海關的職務外，對於其他旅遊查詢，他們亦會即時協助。機場乘客小組更多走一步，不斷改善工作流程、參與提升服務的課程，以及增進小組成員的知識等，致力為旅客提供專業有禮的高效服務。機場乘客小組超卓的工作效率及專業精神，為旅客在香港國際機場的愉快旅遊體驗作出重大貢獻。

THAT'S A STRIKE!

一擊即中！

Airport Authority (AA) colleagues put their diverse talents on display during the thrilling "Hong Kong International Airport (HKIA) Cup: Bowling Tournament 2014" on 6 July. Co-organised by the Staffs and Workers Union of Hong Kong Civil Airlines and Roam Young Association, and sponsored by the AA, more than 30 teams from different airport organisations competed neck and neck at the bowling alley. In the end, the Airport Express team bowled over the competition and emerged as champion to take home the HKIA Cup.

機場管理局員工於7月6日舉行的2014香港國際機場超霸盃保齡球錦標賽上，盡顯身手。這項保齡球錦標賽由香港民用航空事業職工總會及翱翔青年協會合辦，並由機管局贊助。來自不同機場機構的30多隊參賽隊伍，勢均力敵。最後，機場快綫隊擊敗對手奪魁，贏得香港國際機場超霸盃。



The World Through Your Eyes

放眼世界



Winner: Joe Sam
得獎者：Joe Sam
Caption: Bridged taxiway (London, UK)
圖片說明：滑行道上的架橋（英國倫敦）

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

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



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 12 September 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9月12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。

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刊刊物內任何內容。
©香港機場管理局2014

Printed on environmentally-friendly paper

