



SOARING TOWARDS THEIR DREAMS

The AA's UESAAS scheme grants four scholarships to children of AA staff to help support their tertiary education.

夢想起航

「機管局員工子女大學入學獎學金」計劃向四名機管局員工子女頒發獎學金，支持他們接受高等教育。

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P03

Full speed ahead 全速啟動

The Midfield Concourse commences full operations to meet medium-term traffic demand. 中場客運大樓全面投入服務，應付中期航空交通需求。



P09

Airport Heroes: Flight dispatch officer 機場神奇俠：地上最強軍師

Our series continues with an inside look into a day of a flight dispatch officer. 今期我們將認識簽派員的工作。



P10

Farm fun 農耕樂

AA staff and families enjoy learning about farming and interacting with animals. 機管局員工與親友學習農務工作，接觸農場動物。



Hong Kong International Airport continued its growth in March with passenger volume rising 4.8% to 6 million and flight movements increasing by 2.2% to 35,060, compared to the same month last year.

The continued upward trend in traffic demand was met with the recent commencement of the Midfield Concourse, a new passenger concourse equipped with 20 additional parking positions to help alleviate some of the operational pressure from the continuously increasing passenger volume. The new facility now handles about 230 flights a day or about 20% of HKIA's daily passenger flights.

As we are approaching our capacity ceiling, we are mindful of maintaining – or even surpassing – the same level of efficiency in airport operations and service standards for passengers. Last month, a team of AA colleagues and I paid a visit to Heathrow International Airport in London. Similar to HKIA, Heathrow's two-runway system is operating close to full capacity which is taking its toll on the airport. I am delighted to have engaged in close dialogue with the senior management of Heathrow Airport, exchanging views on streamlining airport operations, enhancing customer services and attaining passenger satisfaction.

I am particularly impressed by Heathrow Airport's strong emphasis on passenger satisfaction. In addition to regular surveys, for example, they have set up customer feedback kiosks throughout the terminals, encouraging passengers to provide them with immediate feedback. These initiatives reflect that Heathrow Airport positions itself as a service operator rather than an asset manager, which is an important mindset for today's airport operations.

Also like us, Heathrow Airport has invested in significant resources to develop new technology. This has confirmed our aspiration to become a smart airport, one that constantly responds to customer needs and goes the extra mile to exceed their expectations. I am very excited about future collaborating opportunities between our two airports and I look forward to putting our newly shared knowledge into practice to deliver an even better airport experience for our passengers at all times.

Fred Lam
Chief Executive Officer

行政總裁林天福

香港國際機場3月份的航空交通量持續增長，與去年同月比較，客運量上升4.8%至600萬人次，飛機起降量則增加2.2%至35,060架次。

為應付日益殷切的航空交通需求，中場客運大樓近日已全面投入運作。新客運大樓設有20個停機位，有助紓緩客運量不斷增加帶來的營運壓力。現時新設施每天處理約230班航班，佔機場每天整體客運航班約兩成。

機場容量將近飽和的同時，我們亦不忘維持高效運作及卓越的旅客服務，精益求精。上月，我與數位機場管理局同事到倫敦希斯路國際機場訪問。與香港國際機場的情況相若，希斯路機場雙跑道系統的營運已近容量上限，運作水平受到影響。我很高興能與希斯路機場高級管理人員作深入討論，就完善機場運作、加強顧客服務以至提高旅客滿意度等方面交換意見。

當中最令我印象深刻的是希斯路機場對旅客滿意程度的重視。除了進行定期問卷調查外，他們更在客運大樓各處設置旅客意見站，方便旅客即時反映意見。從這些措施可見希斯路機場定位成服務營運者，而非純粹的設施管理者，這種取態對現今機場運作而言十分重要。

此外，希斯路機場亦與我們一樣，在發展新科技方面投放龐大資源，這與我們致力成為智能機場、積極滿足顧客需要、超越顧客期望的目標不謀而合。我很期待兩地機場未來有不同的合作機會，適切應用雙方交流的新知識，為旅客帶來更圓滿的機場體驗。



AA Chairman Jack C K So (front row, second from left), Chief Secretary for Administration Carrie Lam Cheng Yuet-ngor, (front row, second from right), Secretary for Transport and Housing Professor Anthony Cheung Bing-leung, (front row, first from left) and AA CEO Fred Lam (front row, first from right) officiate at the Grand Opening Ceremony of MFC.
機管局主席蘇澤光（前排左二）、政務司司長林鄭月娥（前排右二）、運輸及房屋局局長張炳良教授（前排左一）以及機管局行政總裁林天福（前排右一）主持中場客運大樓開幕典禮。



MIDFIELD CONCOURSE IN FULL FLIGHT 中場客運大樓全面投入服務

The Midfield Concourse (MFC) commenced full operations following a grand opening ceremony on 31 March, marking another key milestone in the development of Hong Kong International Airport (HKIA).

Since facilitating the departure of its first flight on 28 December 2015, the MFC has experienced smooth sailing in its daily operations. With the facility becoming fully operational, it now handles around 230 flights per day, accounting for approximately 20% of daily passenger flights at the airport.

Officiating at the ceremony were Airport Authority (AA) Chairman Jack C K So, Chief Secretary for Administration Carrie Lam, Secretary for Transport and Housing Professor Anthony Cheung, and AA CEO Fred Lam. Joining them were over 200 business partners, government officials, industry members and other guests to commemorate the occasion.

In his speech, Chairman So expressed his gratitude to the dedicated AA staff and contractors, as well as the support of relevant authorities, who played key roles in completing the MFC on schedule.

"The Midfield Concourse is an important development project that will help HKIA meet the increasing traffic demand in the medium-term as we work towards the completion of the three-runway system. As reflected in the incorporation of numerous green features, the facility was designed with environmental sustainability in mind," So explained.

機場管理局於3月31日舉行中場客運大樓開幕典禮，標誌着新客運大樓全面投入服務，為香港國際機場的發展奠下另一重要里程碑。

自首班航機於2015年12月28日啟航後，中場客運大樓一直運作順暢。客運大樓全面投入運作後，現在每天處理約230班航班，佔機場每天整體客運航班約兩成。

開幕典禮由機管局主席蘇澤光、政務司司長林鄭月娥、運輸及房屋局局長張炳良教授及機管局行政總裁林天福主持，並有超過200位業務夥伴、政府官員、業界人士及其他嘉賓出席。

蘇澤光致辭時感謝機管局員工及承建商努力不懈，以及相關部門的支持，讓中場客運大樓能夠如期落成。

蘇澤光說：「中場客運大樓是香港國際機場的重要發展項目，在三跑道系統完成之前有助機場應付持續增長的中期航空交通需求。新客運大樓亦採用大量環保設計，力求在運作上持續保護環境。」

So thanks AA's staff and contractors for their effort, as well as the support of relevant authorities, in completing the MFC on time.
蘇澤光感謝機管局員工及承建商的努力，以及有關部門的支持，讓中場客運大樓能夠如期落成。



AA CEO Fred Lam (left) and Heathrow CEO John Holland-Kaye sign partnership to share expertise and experience between the two airports.
機管局行政總裁林天福（左）及希斯路機場行政總裁John Holland-Kaye簽署協議，促進兩地機場的技術及經驗交流。

CLOSER COLLABORATION WITH HEATHROW AIRPORT

與希斯路機場更緊密合作

In mid-March, Airport Authority (AA) senior management flew to London for an experience exchange programme with their counterparts at Heathrow International Airport. The meeting provided a valuable opportunity for the two world-class airports to exchange experiences on various aspects of airport operations including facilities planning, terminal design and shopping and dining offerings.

A highlight of the event was the signing of a collaborative partnership between Hong Kong International Airport (HKIA) and Heathrow International Airport, which will allow them to work together to drive up innovation and achieve world class service for passengers.

於3月中，機場管理局高級管理人員到英國倫敦與希斯路國際機場管理層會面，交流經驗。藉此寶貴機會，兩個世界級機場的代表就機場運作各方面，包括設施規劃、客運大樓設計、購物與餐飲等互相分享經驗。

此行重點是香港國際機場與希斯路國際機場簽署合作協議，雙方將攜手推動創新，為旅客提供世界級的服務。



NEW CHIEF COMMUNICATION OFFICER ON BOARD

新任首席傳訊主管履新

On 13 April, the AA welcomed its new Chief Communication Officer Adrian Cheung, who will lead the Corporate Communications Department in driving the AA's branding and communications, media relations and public affairs initiatives.

Cheung brings extensive management experience in corporate communications to his new role, most recently as an independent consultant prior to joining the AA. He previously held senior management positions in various consulting firms and sizeable organisations including the Hong Kong University of Science & Technology and the Hong Kong General Chamber of Commerce. Cheung worked as a journalist prior to his transition to the communications industry.

機管局歡迎於4月13日履新的首席傳訊主管張永翔。他將帶領企業傳訊部，執行機管局的品牌及傳訊、傳媒關係及公共事務工作。

張永翔具豐富的企業傳訊管理經驗，在加入機管局前為獨立顧問，並曾在多家顧問公司及大型機構，包括香港科技大學及香港總商會，擔任高級管理職位。張永翔投身傳訊行業前曾擔任記者。

AWARD-WINNING IMMIGRATION SERVICE

機場出入境服務獲殊榮

HKIA recently claimed the 2016 Award for "Best Airport Immigration Service" in Skytrax's annual World Airport Survey, voted by airport users worldwide. This marks the second consecutive year that the Hong Kong Immigration Department has received this distinction.

The Immigration Department was lauded for implementing efficient measures such as the non-stamping immigration clearance service and facilitating reciprocal automated immigration clearance services with Korea, Singapore and Germany which have significantly reduced the passenger clearance time.

Moving forward, the Immigration Department continues to harness information technology, particularly in upgrading the automated passenger clearance system. It is also exploring the use of flexible e-Channel services based on passenger traffic patterns and further improving its handling capacity of inbound and outbound passengers.

An award presentation ceremony was held on 16 March in Cologne, Germany, with Assistant Director (Control) of Immigration Choi Yue-ning receiving the accolade on behalf of the Immigration Department.

香港國際機場於Skytrax舉辦由全球機場使用者投票的年度世界機場調查中，獲得「2016年全球最佳機場出入境服務」大獎，香港入境事務處連續第二年奪得這項殊榮。

調查讚揚香港入境處推出各種便利旅客的措施，例如免蓋章出入境檢查服務，以及與韓國、新加坡及德國實施互相使用自助出入境檢查的安排等，大大加快旅客過關時間。

入境處未來將繼續運用資訊科技，特別是提升旅客自助出入境檢查系統，並研究因應旅客流量模式靈活調配e-道服務，進一步提升其處理出入境旅客的能力。

頒獎典禮於3月16日在德國科隆舉行，由入境事務處助理處長（管制）蔡裕能代表入境處接受獎項。



GREEN TEAMS VISIT OUR GREEN AIRPORT

環保代表團參觀機場綠色設施

On 16 March, delegations from the Department of Environmental Protection of Guangdong and Hong Kong's Environmental Protection Department embarked on a behind-the-scenes tour at HKIA. The groups visited the Integrated Airport Centre to experience the myriad daily operations at HKIA first-hand, followed by a tour of the new Midfield Concourse (MFC). They were introduced to the various eco-friendly and energy saving features incorporated at the MFC, including north-facing skylights, high performance glass façade, and energy-efficient LED lights. The representatives then tried out a fleet of new electric saloon cars used by the AA on the airside.

於3月16日，廣東省環境保護廳及香港環境保護署代表團到訪香港國際機場。代表團參觀了機場中央控制中心，親身了解機場背後運作的日常繁忙情況；隨後到新落成的中場客運大樓，認識新客運大樓各項環保及節能設施，包括朝北的天窗、高性能玻璃幕牆及節能發光二極管燈等。代表團更試坐機管局在機場禁區使用的全新電動房車。



AA Executive Director, Engineering & Technology John Chai (fourth from right) receives the certificate during the ceremony.
機管局工程及科技執行總監蔡新榮（右四）在頒發儀式上接受證書。

ACHIEVING INDUSTRY-LEADING STANDARDS

取得業界領先認證

In addition to enhancing its facilities over the years, HKIA has also focused on upgrading its information system. Attesting to these efforts, the IT Department of the AA attained its first ISO 20000 Certificate for its IT service management system that supports the flight information display at HKIA. The achievement came as a result of the department's "ISO 20000 Implementation Project", which spanned between 2013 and 2015 and strengthened key processes in IT services support. On 17 February, the Hong Kong Quality Assurance Agency presented the ISO 20000 Certificate to the AA during a ceremony.

The ISO 20000 is the widely recognised international standard for IT Service Management that has only been attained by around 30 local organisations and few other airports. By conforming to ISO 20000 standards, the AA ensures that reliable and high quality IT services are consistently delivered to airport users.

多年來，香港國際機場在致力提升設施之餘，亦一直專注加強資訊科技系統。機管局資訊科技部首次取得ISO 20000證書，其支援航班資料顯示的資訊科技服務管理系統獲得認證。部門在2013年至2015年間進行「ISO 20000推行計劃」，加強資訊科技服務支援中的重要流程，藉以獲得相關認證。機管局在2月17日舉行的證書頒發儀式上，接受香港品質保證局頒發ISO 20000證書。

ISO 20000認證是獲廣泛認可的資訊科技服務管理國際標準，目前本港只有約30家機構及少數機場取得這項認證。機管局將嚴謹執行ISO 20000標準，繼續為機場使用者提供可靠卓越的資訊科技服務。

AVIATION COLLEAGUES VISIT

航空同業到訪機場

On 23 March, Director General Che Jinjun of Air Traffic Management Bureau of the Civil Aviation Administration of China paid a visit to HKIA. During the visit, Che was briefed by senior management of the latest development of 3RS. A highlight of Che's itinerary was his tour of the Integrated Airport Centre where he observed the airport's daily operations and learned about the emergency contingency measures in place.

於3月23日，中國民用航空局空中交通管理局局長車進軍到訪香港國際機場。機管局高級管理人員向車進軍講解三跑道系統的最新發展，並邀請他到機場中央控制中心參觀，了解機場的日常運作及緊急應變措施。



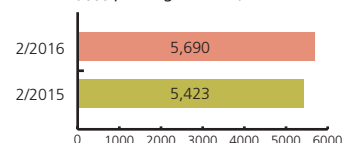
AA Executive Director, Airport Operations C K Ng (front row, second from left) and AA Deputy Director, Airport Operations Vivian Cheung (front row, fourth from left) welcome Director General Che Jinjun of Air Traffic Management Bureau of the Civil Aviation Administration of China (front row, third from left).

機管局機場運行執行總監吳自淇（前排左二）及機場運行副總監張李佳蕙（前排左四）歡迎中國民用航空局空中交通管理局局長車進軍（前排左三）。

MONTHLY THROUGHPUT 每月客貨運量

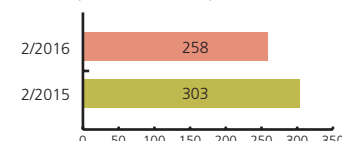
PASSENGER TRAFFIC 客運量

('000 passengers 千人次)



CARGO TRAFFIC 貨運量

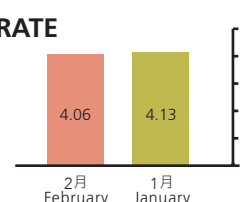
('000 tonnes 千公噸)



MONTHLY SAFETY PERFORMANCE 每月安全表現

INJURY RATE 受傷比率

(per million passengers
每百萬旅客)



GIVING WINGS TO YOUNG DREAMERS

為年輕人戴上夢想翅膀

Alicia Ho and Sylvia Chan may not know each other, but they do share something significant in common. Aside from being diligent first year university students, it turns out that both have a father working at the Airport Authority (AA), and the two are determined to live their dreams to make Hong Kong a better place in the future.

In our proverbial small world, their paths crossed when they were both awarded university scholarships under the AA's University Entrance Scholarship for Airport Authority Staff (UESAAS) scheme. The scheme was introduced in 2015 to recognise the outstanding academic performance of the children of AA staff and support their tertiary education. Funded by AA Chairman Jack C K So, four scholarships of HK\$55,000 each were granted in the first year.

For Alicia, the scholarship will go a long way towards turning her dream career into a reality one day. "I chose to study law because I want to become a barrister to assist disadvantaged people," said Alicia, who has just started her second semester at the University of Hong Kong's Faculty of Law.

Her aspiration was ultimately underscored during the first time she sat at a court hearing, and admitted that it left her somewhat perplexed. "I was totally blown away. There were many people who appeared in court representing themselves, and were more often than not convicted because of their lack of understanding in legal proceedings and the absence of legal assistance," Alicia explained.

Attending court hearings is an integral part of her studies which has opened her eyes to the real world of judiciary proceedings. In the meantime, the experience also made her

realise that theory can sometimes deviate significantly from reality.

"It changed my perception on law and the judiciary system, and now I want to do something to help those people who cannot afford to hire a lawyer or who do not have access to legal assistance," Alicia noted.

If Alicia is determined to make some changes in the system, Sylvia prefers delving deep into one's mind.

"I am an introvert and this gave me a hard time during my junior secondary school years, as I found it difficult to cope with negative thoughts and stress," Sylvia recalled. "But all these changed when I met my school social worker. She offered advice and shared her experience with me which worked wonders in helping me vent my emotions and overcome pressure."

Since then, Sylvia has been resolute in changing her perspectives and blossomed

into a cheerful girl. Today, she is pursuing her dream of becoming a social worker to assist those in need of emotional and social support. Her own experience has helped her understand how professional counselling can change one's life, particularly for vulnerable teenagers who can easily go astray because of emotional issues.

"I believe guiding individuals towards living a happy and healthy life can make an enduring positive change to society. After all, what can be more rewarding than going home at the end of the day, knowing that you have made a difference in someone's life?" Sylvia happily pointed out.

The young ladies know that there is still a long way to go before they can fulfill their dreams. Nevertheless, they are ready to soar past any challenge with passion and determination, reinforced with the wings of the UESAAS scheme.

Alicia Ho 何朗嘉
First year student, HKU
Faculty of Law
香港大學法律學院一年級生

Outside of school, Alicia is a passionate music lover. Having received formal vocal training since she was in primary school, she is now a seasoned mezzo-soprano singer and has taken part in various secondary school singing competitions. In her classical music repertoire, Alicia's favourites are the vocal works of German composer Johannes Brahms, whose music is renowned for its meticulous structure and romantic themes.

課堂以外，Alicia熱忱於音樂。她自小學開始接受正規的聲樂訓練，中學時期曾參加多項歌唱比賽，現時已是富經驗的女中音歌手。在眾多古典曲目中，她最喜歡德國作曲家布拉姆斯的作品，他的音樂以縝密結構和浪漫主題見稱。



何朗嘉 (Alicia) 與陳皓琳 (Sylvia) 除了都是勤奮向學的大學一年級生外，二人的父親均在機場管理局工作，而且兩人都擁有目標和夢想，就是為香港建設更美好將來。

無獨有偶，她們亦是「機管局員工子女大學入學獎學金」的得獎者。獎學金計劃於2015年成立，目的是表揚機管局員工的子女在學習上取得優異成績，支持他們接受高等教育。獎學金由機管局主席蘇澤光贊助，首年頒發給四名學生，每人可獲得55,000港元獎學金。

Alicia剛開始香港大學法律學院第二學期的課程，獎學金有助她實現夢寐以求的事業理想。她說：「我選擇修讀法律，因為我想成為大律師，扶助弱勢社群。」

她還清楚記得第一次坐在法庭旁聽審訊的情景，讓她有點困惑，但卻令她更堅定理想。她解釋說：「我感到十分驚訝，原來許多人選擇在法庭上自辯，但往往因為他們對法律程序缺乏了解，得不到法律援助而被定罪。」

到法庭旁聽審訊是課程的重要部分，令她大開眼界，認識司法世界的真實一面。同時，這種經驗亦讓她明白到，有時候理論實在難以反映現實。

Alicia表示：「它改變了我對法律與司法制度的認知，現時我希望能夠幫助沒有能力聘請律師或無法獲得法律援助的人。」

Alicia立志為制度帶來改變，而Sylvia則希望助他人改變人生。

Sylvia表示：「由於我性格內向，初中的學校生活並不愉快，不懂得應對負面想法和壓力。直至我遇上學校的社工後，一切都改變了。社工給我建議，跟我分享經驗，不知不覺間幫助我紓緩情緒、克服壓力。」

自此，Sylvia改變了人生觀，變得更堅強開朗。到今天，她渴望成為社工，幫助需要情緒及社會支援的人。從自身的經驗得到啟發，她明白到專業輔導的力量足以改變人的生命，特別是容易因情緒困擾而誤入歧途的青少年。

她高興地表示：「我相信引導他人快樂健康地生活，就能為社會帶來持久積極的改變。有甚麼比為他人的生命帶來一些正面影響來得更有意義？」

兩位年輕人明白實現夢想的路還遠。儘管如此，她們都立下決心，克服挑戰，勇往直前，而獲得機管局員工子女大學入學獎學金，猶如為她們戴上高飛的翅膀。



Sylvia Chan 陳皓琳
First year student, CityU
College of Liberal Arts and Social Sciences
香港城市大學人文社會科學院一年級生

Meanwhile, Sylvia usually spends her free time working as a part-time tutor at YMCA's centre where she teaches a class of 24 pupils from Primary 1 to 6 who have just recently arrived from the Mainland. According to Sylvia, the kids took some time to adapt to their new environment in the beginning, but now they have found a home here and get along well with each other. "In the end, they are just regular kids and I really enjoy spending time with them," she said.

Sylvia課餘時間在香港中華基督教青年會中心兼任補習導師，指導24名就讀小一至小六內地新來港學生。她認為，這些小朋友起初需要時間適應新環境，現時已投入香港的生活，與其他人融洽相處。她說：「他們和其他小朋友沒兩樣，我非常喜歡跟他們一起。」



◀ Sylvia hopes to become a social worker, helping others deal with difficult problems throughout their lives. Sylvia希望成為社工，幫助別人克服生活上的困難。



FIRST A350 TOUCHES DOWN AT HKIA

香港國際機場首迎A350型航機



Hong Kong International Airport (HKIA) commemorated the arrival of the first commercial flight of the Airbus A350 in Hong Kong, as Finnair flight AY609 from Helsinki touched down at the airport on 17 March. The new generation aircraft sets a new standard in efficiency with 25% lower fuel consumption and generates less carbon emissions compared to older aircraft. It is also quieter due to its use of an Automatic Noise Abatement Departure Procedure, which optimises the aircraft's thrust and flight path to significantly reduce noise.

於3月17日，香港國際機場迎接首架空中巴士A350型商業航機，芬蘭航空AY609號班機從芬蘭赫爾辛基抵港。這款新一代飛機節源效益更勝一籌，比舊款飛機燃料消耗少25%，碳排放量亦較低，其自動消減噪音離場程序，優化飛機推力及航道，能顯著減少噪音。



WELCOMING GREENER AIRCRAFT

迎接更環保飛機

A water salute ceremony greeted the inaugural flight of Swiss International Airlines' flagship B777-300ER aircraft which landed at HKIA on 11 April following its successful journey from Zurich, Switzerland. The airline has been upgrading its long-haul fleet to the greener Boeing 777-300ER aircraft that provides passengers with enhanced comfort and greater capacity, and offers better fuel efficiency.

於4月11日，從瑞士蘇黎世啟航的瑞士國際航空波音777-300ER型旗艦客機，在水禮儀式迎接下，首次飛抵香港國際機場。瑞士國際航空不斷提升長途機隊，以更環保的波音777-300ER型客機為旅客提供更舒適的飛行體驗。這款飛機載客量較大，燃油效益更佳。

STAR WARS SOJOURN TO HKIA

星戰客機登陸香港

Travellers got a glimpse of the unique Star Wars-inspired BB-8 ANA Jet which landed at HKIA from Tokyo Haneda Airport on 7 April. Fans of the sci-fi movie franchise were delighted to catch the aircraft featuring design elements of the BB-8 droid during a brief stopover before resuming its journey back to Japan.

於4月7日，全日空航空以科幻電影《星球大戰》機械人BB-8作為設計主題的客機，從東京羽田機場抵達香港國際機場。獨特的BB-8機身設計吸引了不少星戰迷一睹其風采。客機於香港短暫停留後飛返日本。



機場神奇俠

AIRPORT HEROES



FLIGHT DISPATCH OFFICER

地上最強軍師

Flying a jet aircraft involves a lot more than the skills and experience of the pilot and the crew. Before it takes to the sky, a series of factors need to be carefully considered, such as weather, fuel and routing to ensure a safe journey. And it is the duty of Rex Lau, a flight dispatch officer, to prepare the critical information for flying.

Walking into his office, one is bombarded with all sorts of information. A myriad of notices, reminders, airport maps and route maps are plastered all over the notice board. Over at his computer, Rex sports a neat uniform and tie as he attentively studies the weather charts and writes down vital weather information and figures.

"Before a plane takes off, the pilots need to go through a flight plan which includes flight paths, weather reports, fuel estimates, a Notice To Airmen (NOTAM), among other things. All these are prepared by the flight dispatch officer," Rex said.

He said a flight dispatch officer must be able to vet through and compile a huge amount of information, sometimes in a very short period of time. "But most important of all, being accurate and detail-oriented are critical to our job," he added.

Having worked in this field for more than 20 years, he is happy that new technology has helped relieve some of his workload.

"The workflow has already become much more systematic nowadays as technology evolves and lots of data can be accessed through the internet," said Rex.

In addition to preparing flight plans, facilitating the communication between the aircraft and ground control is another important duty. "A flight dispatch officer is like a bridge between the pilot and ground control in the 45 minutes before landing and takeoff. If any unexpected incident occurs, the crew will immediately notify the flight dispatch officer to request for help," Rex explained.

When asked why he started his professional career as a flight dispatch officer, he recalls, "At that time, there was no particular reason. It was simply because I love airplanes."

Indeed, apart from good communication skills, a passion for working with aircraft is also important for an outstanding flight dispatch officer.

將一架飛機帶上天空，除了靠機師及機組人員的技術及經驗外，還要很多專業人士的配合。例如在飛機升空前，必先就天氣、燃油及航線等方面妥善規劃，確保旅程安全。為機師準備這些飛行必備資料，就是簽派員（Flight Dispatch Officer）劉永棠（Rex）的工作。

Rex的辦公室四周滿布大量飛行資訊，壁報板上釘着林林總總的公告提示、機場地圖、航線圖等等。他穿着整齊制服配領帶，聚精會神地看着電腦螢幕氣象圖，並記下各項天氣、數值等資料。

「機師在飛行前先要知道飛行計劃（flight plan），當中包括飛行路線、天氣報告及燃油預算，以及NOTAM（Notice To Airmen）（飛行通報）等等，準備這些資訊正是簽派員的主要工作。」Rex簡述他每天的工作。

Rex指出簽派員必須核實和準備許多飛行資料，有時候更要在短時間內完成。他補充說：「這份工作最重要是準確及細心。」

Rex投身這個行業超過20年，他喜見科技發展令工作更得心應手。他說：「科技日益進步，現時的工作已經系統化，可以在網絡上取得大量資料。」

除了準備資料文件外，協助航機與地面溝通亦是簽派員工作的重要一環。Rex說：「起飛後及降落前的45分鐘內，簽派員是機師與地面之間的主要溝通橋樑。一旦遇上突發情況，機組人員會通知簽派員尋求協助。」

被問到入職初衷，Rex笑言：「當時並沒有特別原因，純粹因為喜歡飛機。」

一位出色的簽派員，除了要心思細密、擅於溝通外，通常還有一個特點，就是喜歡飛機。



» Rex Lau 劉永棠
Hong Kong Airport Services Limited
香港機場地勤服務有限公司

RACING FOR MEANINGFUL CAUSES

慈善賽跑

It was off to the races for two teams of Airport Authority (AA) runners who joined the 10th JESSICA Run 2016 on 3 April. Organised by lifestyle publication JESSICA since 2007, the charity run helped raised funds for the JESSICA Foundation, Early Psychosis Foundation, the Society for Abandoned Animals and the Hong Kong Girl Guides Association.

The annual event featured 8km and 3km races around Cyberport for individuals and teams to compete in. Junior and four-legged runners also took part in the Kids Challenge and Dogs Challenge respectively that allowed children and pets to share in the joy of running.

The AA turned in a solid performance with a strong third place finish in the 3km Corporate Team Challenge course. The participants then cooled down at an entertaining carnival following the races featuring a variety of game booths and amusing performances.

機場管理局組成兩支隊伍，參加於4月3日舉行的第十屆「旭茉JESSICA Run」，跑步比賽。這項比賽由生活雜誌《旭茉JESSICA》自2007年起舉辦，為旭茉JESSICA慈善基金、思覺基金、保護遺棄動物協會及香港女童軍總會籌款。

這項年度慈善跑在數碼港舉行，設有個人及團體組別競逐八公里及三公里賽事，活動更設幼兒及狗狗挑戰賽，讓小朋友及寵物享受跑步的樂趣。

機管局的健兒表現出色，勇奪三公里團體挑戰賽季軍。大會在賽後舉行節目豐富的嘉年華會，設有攤位遊戲及精采表演，參加者樂在其中。



FIELD DAY AT THE FARM

農耕樂



On 2 April, over 100 AA staff and their family members went on an educational excursion to the Holiday Farm in Sheung Shui. During the visit, the participants learned about the ecology of the area and how to cultivate the plants on the farm using agricultural tools, they also enjoyed feeding and interacting with the animals roaming the farm.

Established in 1992, the interactive farm in Tai Lung Hang Village actively promotes a green lifestyle and raises awareness on environmental protection to its visitors.

於4月2日，超過100名機管局員工與親友到位於上水的假日農場郊遊學習，認識該處的自然生態，並在農場內試用農務工具耕作，參加者更有機會接觸並餵飼農場的動物。

農場位於大隴坑村，於1992年建成，積極向參觀者提倡綠色生活、推廣環保意識。





USING RED PACKETS THE GREEN WAY

循環再用利是封



The AA has established its own tradition of sorts by throwing its full support behind the "Lai See Recycle and Reuse Programme" for the fifth consecutive year. Initiated by Greeners Action, the programme aims to reduce wastage of the red packets that are discarded following the Chinese New Year festivities.

As one of its Gold Packet Sponsors, the AA set up 17 designated collection points throughout the terminals, HKIA Tower and the Airport World Trade Centre for the public to donate their used lai see packets which will be used in next year's celebrations. Around 131,600 red packets weighing 131.6kg was collected during the programme, marking a 13% increase from the previous year.

機管局實踐惜物的理念，連續第五年全力支持綠領行動舉辦的「利是封回收重用大行動」。活動旨在回收農曆新年過後的舊利是封，減少浪費。

機管局是這項活動的金封包贊助機構之一，於客運大樓、機場行政大樓及機場世貿中心等設置17個回收點，鼓勵公眾捐出舊利是封，供來年循環再用。機管局在活動期間收集了約131 600個利是封，共重131.6公斤，較去年多出13%。

GREEN LESSONS AT THE AIRPORT

機場環保課

Over 100 students from the Chinese University of Hong Kong (CUHK) and Hong Kong University of Science and Technology (HKUST), as well as secondary students under the Student Environmental Protection Ambassador Scheme (SEPA) of the Environmental Campaign Committee enriched their learning beyond the classroom with visits to HKIA between February and March.

The tours introduced students to the different green initiatives at the airport and the AA's ramped-up efforts to reduce its environmental footprint in collaboration with its stakeholders. The groups explored the terminal buildings to observe the energy-efficient measures incorporated in the facility's lighting and cooling systems, as well as the fleet of electric vehicles and charging points at the HKIA Tower. Their visit culminated with an ascent to the SkyDeck where they took in a panoramic view of the airport.

於2月至3月期間，超過100名來自香港中文大學、香港科技大學的學生及參與環境運動委員會「學生環境保護大使計劃」的中學生，到香港國際機場參觀，在課堂外學習環保知識。

機管局為學生介紹機場實行的各項環保措施，以及機管局與持份者合作減少環境影響的工作。學生獲安排參觀客運大樓照明及冷卻系統配備的能源效益裝置，並認識機場行政大樓的電動車車隊及充電點。學生更到機場展望台，俯瞰機場全景。



DID YOU KNOW? 你知道嗎？

700

METRES 米

The sprawling 105,000-square metre Midfield Concourse at Hong Kong International Airport (HKIA) is equipped with 20 aircraft parking positions. The I-shaped concourse spans a remarkable 700 metres, more than surpassing the height of Hong Kong's tallest building, the International Commerce Centre, which stands 484 metres tall.

香港國際機場中場客運大樓設有20個停機位，總面積達105 000平方米。客運大樓的「I」型建築設計長達700米，較樓高484米的全港最高建築物環球貿易廣場還要長得多。



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