



A HONG KONG ICON

HKIA is voted one of Hong Kong's most liked architecture of the century by the public.

香港地標

香港國際機場脫穎而出，獲公眾投選為最喜愛的十項香港百年建築之一。

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Outstanding initiatives 出類拔萃

Three exceptional projects are commended with the Corporate Recognition Award 2014. 三個傑出項目獲頒發2014年「企業優秀員工獎」，以示嘉許。



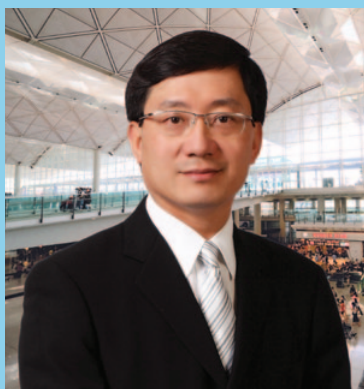
Hike for a green cause 環保綠色行

AA staff trek to promote environmental conservation during the Green Power Hike. 機管局員工參加「綠色力量環島行」，宣揚環境保育。



Airport's big heart 機場展關懷

The AA earns the "10 Years Plus Caring Organisation Logo" for its charitable activities. 機管局行善最樂，獲頒「10年Plus『同心展關懷』標誌」。



I am pleased that the proposed expansion of Hong Kong International Airport into a three-runway system (3RS) was given the green light by the Executive Council earlier this month.

The 3RS project does not only involve constructing a runway, but also comprises a new passenger concourse, taxiways, an apron with 57 additional parking positions, expansion of the existing Terminal 2, a new Automated People Mover and Baggage Handling System, among others. Upon completion, the 3RS will allow us to handle 102 million passengers, 8.9 million tonnes of cargo, and 607,000 flight movements annually.

The expansion is more than a transport infrastructure development; it is an investment into Hong Kong's future. It will bring us tremendous benefits, attracting more business, creating hundreds of thousands of job, as well as consolidating our city's status as an international aviation hub.

The development of an infrastructure of such magnitude is an extensive process that poses many challenges. However, we are ready to embrace these challenges and remain committed to striking a balance between development and conservation. I hope all of you will be on board with us for the 3RS project and contribute to building a better future for our city.

For the rest of the year, we will complete other statutory requirements and proceed with the necessary preparation works as planned in order to commence with the 3RS project's construction by next year. We still target to have it operational by 2023.

Another piece of good news to share with you all is that HKIA has been voted by the public as one of the 10 most beloved architectural icons in Hong Kong, as part of a campaign organised by the Hong Kong Architecture Centre. We take great pride in winning this award, as it is a reflection of our efforts and recognition in the eyes of the general public.

We believe, besides its aesthetic design, HKIA won the award on the strength of its passenger service. From the ambience of the terminals and efficiency of the check-in and security processes, to the quality of food and clarity of the signages, the airport community takes care of every minute detail to address travellers' needs. Here I would like to thank the 65,000-strong airport community for their dedication and professionalism which have helped to make all this possible and contribute to HKIA's success.

Fred Lam
Chief Executive Officer

行政總裁林天福

我很高興行政會議於本月較早時批准擴建香港國際機場成為三跑道系統的計劃。

三跑道系統項目不只是興建一條跑道，還包括建造一座新客運廊、滑行道、提供額外57個停機位的停機坪、擴建現有二號客運大樓，以及興建旅客捷運系統及行李處理系統等。待三跑道系統落成後，機場每年可處理的客運量將達1.02億人次、貨運量890萬公噸，以及飛機起降量607 000架次。

擴建機場不單是發展交通基建，更是對香港未來的投資。這個項目將為香港帶來龐大效益，帶動更多商機，提供數以十萬計的就業機會，並有助鞏固香港作為國際航空樞紐的地位。

如此複雜而龐大的基建項目，在發展過程中定會面對許多難題。然而，我們已準備就緒，迎接這些挑戰，並繼續致力達至發展與保育並存。希望大家與我們一同攜手，推展三跑道系統項目，為香港建設更美好的將來。

在今年餘下時間，我們將會完成其他法定要求，按計劃進行所需的前期準備工作，務求三跑道系統項目可於明年動工，而我們仍以三跑道系統於2023年投入運作為目標。

此外，我想與大家分享另一個好消息。香港國際機場在香港建築中心舉辦的活動中，獲公眾投票為最喜愛之十項香港建築之一。能夠獲得這項殊榮，足證我們的努力得到公眾肯定，為此我們深感自豪。

我們相信，除了優美的建築設計外，優質的旅客服務亦是機場贏得這項殊榮的關鍵。從客運大樓環境、旅客登記及保安檢查效率，以至餐飲質素及指示標誌的清晰度，機場同業在每個細節都時刻照顧旅客的需要。我謹此感謝65 000名機場員工克盡己任，發揮專業精神，令香港國際機場取得非凡成就。



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AN ADMIRABLE HONG KONG ICON

最愛的香港地標

Hong Kong International Airport (HKIA) was recently selected as one of the city's 10 most liked architecture of the century through public voting.

The vote came as part of the "My 10 Most LIKED Hong Kong Architecture of the Century" campaign initiated by the Hong Kong Architecture Centre (HKAC), which aims to enrich the general public's appreciation of the built environment in Hong Kong, and familiarise themselves with the splendour and legendary histories behind the city's architecture.

Members of the HKAC were first invited to nominate their favourite local architectural pieces and over 100 names came up. A panel of architectural and historical experts then shortlisted the field down to 100 deserving landmarks, ranging from vernacular structures to prominent buildings designed by world-renowned architects. Dozens of the pieces have had decades and even over a century of history.

The 100 shortlisted entries were opened for public voting from 1 January to 6 February and received an overwhelming response of over 150,000 votes. HKIA stood out as one of the winners. Joining the airport on the winner's circle were other iconic Hong Kong architecture including Chi Lin Nunnery, Kowloon Walled City, Lui Seng Chun, Ocean Park, Peak Tram System, Tai O stilt houses, the former Kowloon-Canton Railway Terminus and Clock Tower, the Main Building of the University of Hong Kong, as well as the complex of Tsim Sha Tsui Star Ferry Pier, the five flagpoles and Central Star Ferry Pier.

A public exhibition was held from 20 to 26 March at Pacific Place in Admiralty featuring the 10 winning icons, while other shortlisted buildings were displayed alongside.



▲ Airport Authority Executive Director, Airport Operations C K Ng (right) receives the award from Chief Secretary for Administration Carrie Lam at the award presentation held on 20 March. 於3月20日舉行的頒獎禮上，機場管理局機場運作總監吳自淇（右）接受政務司司長林鄭月娥頒發獎項。

香港國際機場最近獲公眾投選為最喜愛的十項香港百年建築之一。

這次公眾選舉是香港建築中心舉辦的「十築香港—我最愛的·香港百年建築」其中一項活動，旨在令公眾欣賞周圍的建築環境，並認識本港建築的壯麗及傳奇歷史。

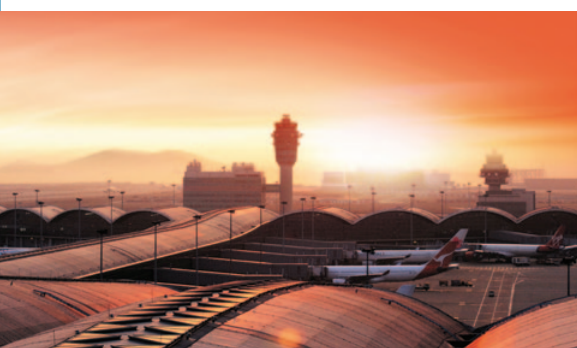
香港建築中心先邀請會員提名他們最喜愛的本地建築，共獲得100多項提名。然後，由建築及歷史專家組成的評審委員會選出100項入圍的標誌建築，當中包括民間建築，亦有由世界著名建築師設計的宏偉大樓，入圍名單中不少有着數十年甚至過百年的悠久歷史。

100項入圍建築於1月1日至2月6日接受公眾投票，市民反應熱烈，共收到逾15萬票。香港國際機場脫穎而出，成為獲選建築之一。其他入選建築包括志蓮淨苑、九龍城寨、雷生春、海洋公園、山頂纜車、大澳棚屋、舊尖沙咀火車總站及鐘樓、香港大學本部大樓，以及尖沙咀天星碼頭連五支旗桿及中環天星碼頭。

主辦機構於3月20日至26日在金鐘太古廣場舉行公眾展覽，介紹這十項獲選建築，並展出其他入圍建築的資料。

Missed the exhibition in March? Check out the other one to be held at Oil Street, North Point between 1 and 30 April. A series of inspiring workshops will also be featured in the exhibition.

若錯過了3月的展覽，可於4月1日至30日到北角油街參觀另一場展覽，屆時更會舉行多個富啟發性的工作坊。



EXCEPTIONALLY ACCLAIMED AIRPORT ENDEAVOURS

優秀機場項目獲嘉許

Hong Kong International Airport (HKIA) took strides towards its sustainable development, thanks to three outstanding projects that were recognised with the Corporate Recognition Award 2014. One of the projects also received the CEO Award for Excellence 2014.

憑藉卓越表現，令機場朝着可持續發展的目標邁進，三個香港國際機場項目榮獲2014年「企業優秀員工獎」，其中一個項目更贏得2014年「行政總裁傑出員工獎」。



Successful issuance of the Environmental Permit for the 3RS project
三跑道系統項目成功獲發環境許可證

A dedicated team was established by the Airport Authority (AA) to work on the Environmental Impact Assessment (EIA) and scheme designs of the proposed expansion of HKIA into a three-runway system (3RS) upon receiving the project's study brief in August 2012. The brief required assessment on 12 specific environmental aspects, including a Health Impact Assessment, which was the first of its kind to be conducted for a major transport infrastructure project in Hong Kong.

For the next 20 months, the team, supported by different AA departments, worked closely with local and international consultants to fulfil the strict requirements of the EIA and deliver necessary scheme designs for the study. Along the way, the AA also coordinated with respective government departments. Meanwhile, over 700 engagement activities such as public forums, exhibitions and briefings were organised to ensure the transparency of the EIA.

The specialised team and the various AA departments showed exceptional cross-functional teamwork during the EIA process. Their dedication eventually paid off with the issuance of Environmental Permit for the 3RS project, and earned them both the Corporate Recognition Award and CEO Award for Excellence.

機場管理局於2012年8月接獲建議擴建香港國際機場成為三跑道系統的研究概要後，便成立了一支專責團隊，以進行環境影響評估及方案設計工作。研究概要列明12個須要評估的特定環境範疇，當中包括健康影響評估，而這是首次就本港大型運輸基建項目進行的同類評估工作。

在其後20個月，專責團隊在機管局不同部門的支持下，與本地及國際顧問緊密合作，以符合環評的嚴格要求，並就環評研究提交所需方案設計，同時機管局亦與相關政府部門協調合作。此外，機管局舉行了超過700項公眾參與活動，例如公眾論壇、展覽及簡報會等，確保環評具透明度。

在環評程序中，專責團隊與機管局各部門合作無間，展現出卓越的團隊精神。他們的努力最終得到回報，三跑道系統項目獲發環境許可證，並奪得「企業優秀員工獎」及「行政總裁傑出員工獎」兩項大獎。

Airport Management Division 機場運行處

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Shirley Chan 陳美珊 Peter Ching 秦培德 Gigi Chong 莊寶芝 Patrick Fung 馮國維 Wyllie Fung 馮皓華

Richard Ho 何雲峰 Rick Ho 何明剛 Jocelyn Hui 許麗瓊 Linda Lu 姚欣慧 Paul Lau 劉紹榮

Peter Lee 李仲騰 Tommy Leung 梁景然 Albert Luk 陸忠榮 Kent Ng 吳本奇 Eden Ngan 顏偉得

Martin Putnam Tony Tam 譚健德 Wilson Tsang 曾守傑 K C Tse 謝喬中 Vincent Tse 謝瑞成

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Strategic Planning and Development Department 策略規劃及發展部

Julia Yan 閻宇明



**HKIA staff transportation enhancement
改善機場員工交通**

The AA's Terminal 2 and Landside Department (T2LD, now Market and Connectivity Development Department) was tasked to explore initiatives to address airport staff's concern on the cost and time of travel to and from HKIA. Through their annual staff profiling surveys, T2LD first identified the primary residential areas of airport staff and pinpointed buses as their main mode of transport. Onsite bus load surveys were then conducted to better understand the situation. An Airport Transportation Liaison Group comprising representatives from T2LD, Transport Department and public transport operators was also formed to facilitate discussions and feedback exchanges.

Through the group's efforts, over 60 daily bus trips have been added, including new night bus service and express route, along with an increase in the frequency of Airport Express trains. Discounts for passengers making same-day return trips on buses and the Airport Express, and bus-to-bus interchange were also introduced and communicated to airport staff through a dedicated website. In addition, the environment at HKIA's bus terminal has been enhanced.

For making travelling to and from HKIA more convenient and affordable for staff, the team at T2LD is a deserving recipient of the Corporate Recognition Award.

機管局的二號客運大樓及公眾區運作部（現稱市場及交通網絡拓展部）獲委以重任，研究如何減省機場員工來往機場的交通費及時間。有關部門首先從年度機場員工資料調查，掌握員工的主要居住地區，並確定巴士為員工最常乘坐的交通工具。他們隨後進行實地調查，進一步了解巴士的載客情況。機管局亦成立了機場交通聯絡小組，成員包括二號客運大樓及公眾區運作部、運輸署及公共交通服務營運商的代表，以商討對策及交流意見。

在聯絡小組的努力下，每日巴士班次增加逾60班，包括新設夜間巴士服務及特快路線，機場快綫亦加密班次。同時亦推出巴士及機場快綫即日回程折扣優惠，以及巴士轉乘車資優惠，並透過專頁與機場員工分享有關資訊。此外，機場巴士總站的環境亦有所改善。

這些措施不但更方便機場員工上下班，亦可減省車費開支，二號客運大樓及公眾區運作部的團隊藉此奪得「企業優秀員工獎」，可謂實至名歸。

**Terminal 2 and Landside Department (now Market and Connectivity Development Department)
二號客運大樓及公眾區運作部（現稱市場及交通網絡拓展部）**

Ivan Cheng 鄭展基	Ada Chong 莊蕊緣	Tonya Kam 甘愛蓮
Ray Li 李浩峰	Kenix Lo 盧慧芝	Y F Tai 戴旭夫



**Innovative testing platform for Airfield Ground Lighting System maintenance
飛行區地面照明系統的創新測試系統**

The Airfield Ground Lighting System (AGLS) is a critical asset in airport safety, guiding the movements of aircraft on runways and taxiways. With busy air traffic at HKIA, it is vital that the AGLS receives optimum maintenance to assure its stability at all times.

In this regard, the AA developed a testing platform for Constant Current Regulators (CCRs) in collaboration with the Electrical and Mechanical Services Department to improve the efficiency of the AGLS' maintenance. The CCRs are part of the AGLS which are responsible for transmitting electricity to power the 12,000 airfield ground lights throughout the runways and taxiways. Its maintenance requires outdoor fieldwork and hence is highly dependent on the weather condition and air traffic condition. With the innovative testing platform, staff can now conduct tests for the CCRs indoors conveniently and outdoor fieldwork time has been reduced by around 40%.

Further attesting to its success, the platform has been previously registered for a patent and the responsible team took home the Corporate Recognition Award.

飛行區地面照明系統引導飛機在跑道及滑行道上行駛，是保障機場安全運作的關鍵設施。香港國際機場的航空交通十分繁忙，為確保地面照明系統穩定運作，適當的維修保養至為重要。

為此，機管局與機電工程署合作，開發了一個穩定電流調節器測試系統，以提升飛行區地面照明系統維修工作的效率。穩流器是飛行區地面照明系統的其中部分，為跑道及滑行道上12 000枚地面燈號輸電。由於地面照明系統的維修工作須在戶外進行，因此極受天氣及航空交通狀況影響。有了這個嶄新的測試系統，維修人員可在室內進行穩流器測試，戶外工作時間亦大幅減少約40%。

這個測試系統早前更註冊成為專利，足證系統的效用，有關團隊亦因此獲頒發「企業優秀員工獎」。

Technical Services Department 工程及維修部

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James Ng 吳邦謀	Pearl Ng 吳端珮	Tim Ng 伍世杰
Paul Wu 胡偉強		

ALL BUSINESS IN WELCOMING SPRING

與商界共迎新春

The Airport Authority (AA) hosted a spring reception for the business community on 9 March. The event was attended by guests from chambers of commerce, business associations, and small and medium-sized enterprises.

Speaking at the reception, AA CEO Fred Lam commended Hong Kong International Airport (HKIA) for achieving another banner year in 2014 as the airport posted new record highs across all three air traffic categories. He also reiterated the pressing need of expanding HKIA into a three-runway system (3RS).

“HKIA lies at the heart of Hong Kong’s economy, supporting the city’s four pillar industries,” Lam noted. “In the face of fierce competition from our regional counterparts, it is critical to expand the airport into a 3RS to maintain the city’s status as an international and regional aviation hub.”



▲ AA CEO Fred Lam emphasises the necessity of expanding HKIA into a 3RS. 機管局行政總裁林天福強調擴建香港國際機場成為三跑道系統的需要。



機場管理局於3月9日舉行商界春節酒會，當晚有來自不同商會、商界聯會及中小型企業的賓客出席。

酒會上，機管局行政總裁林天福讚揚香港國際機場於2014年再創佳績，三項航空交通量均刷新紀錄。他亦重申香港國際機場擴建成為三跑道系統的迫切需要。

林天福說：「香港國際機場是香港經濟命脈，支持着本港四大支柱產業。」他續說：「面對區內同業的激烈競爭，機場必須擴建成為三跑道系統，以鞏固香港作為國際及區域航空樞紐的地位。」

POWERED UP FOR A GREEN HIKE

環保綠色行

AA staff took on an exciting challenge on 7 February as they participated in the 22nd Green Power Hike, which the AA sponsored for the seventh consecutive year.

Organised by Green Power, the annual trek allows participants to appreciate the verdant ecology of the Hong Kong countryside. It also raises funds for the promotion of environmental education and conservation.

The “Aviation and Airport Services Cup” has been a staple at the event. Running for its third year, the initiative was spearheaded by the AA to promote a healthy lifestyle among the airport community. This year, a total of 44 teams from the airport community, including those from the AA, raced for the Cup’s 10km, 25km and 50km routes. The AA team was crowned the champion of the Cup in the 50km category.

於2月7日，機管局員工參加「第22屆綠色力量環島行」，挑戰行山比賽。機管局已連續第七年贊助這項活動。

由綠色力量舉辦的一年一度環島行活動，旨在鼓勵參加者欣賞香港郊區的綠色自然環境，並為推廣環保教育及保育工作籌募經費。

由機管局牽頭設立的「航空及機場服務業盃」已第三年舉辦，是活動其中一項重要盃賽，藉此鼓勵機場同業實踐健康生活。今年，連同機管局隊伍在內，共有44支機場同業隊伍分別於盃賽的10公里、25公里及50公里組別一較高下，而機管局隊伍更於50公里組別的賽事中勇奪冠軍。



The AA team savours their victory in the 50km category of the “Aviation and Airport Services Cup”. 機管局隊伍在「航空及機場服務業盃」50公里比賽中奪得冠軍。



▲AA CEO Fred Lam (centre) and Hong Kong Airlines President Zhang Kui (third from left) toast their signing of the agreement for sub-lease for a new flight training centre.
機管局行政總裁林天福(中)與香港航空總裁張達(左三)祝酒，慶祝就分租土地興建新飛行培訓中心簽署協議。

THIRD FLIGHT TRAINING CENTRE GROUNDWORK IN PLACE

第三個飛行培訓中心興建在即

On 26 February, the AA entered into an agreement for sub-lease with Hong Kong Airlines Aviation Training Centre Limited to build a new flight training centre at HKIA. The facility will mark the third of its kind at the airport, following in the footsteps of Cathay Pacific Airways and Dragonair.

The new training centre will be developed at Kwo Lo Wan Road at the southeast edge of the airport island. Upon its completion, the facility will comprise two connected building blocks – an administration block and a simulator block – covering a total gross floor area of around 22,900 square metres. It will be equipped with 12 double-floor-height simulator halls to accommodate the airline's planned aircraft types, as well as a large safety training hall with the capacity to house one full-size mock aircraft cabin, classrooms and training rooms.

Construction of the flight training centre will commence later this year and target to be completed by the end of 2017.

於2月26日，機管局與香港航空飛行培訓中心有限公司就分租土地在香港國際機場興建新飛行培訓中心簽署協議。這是繼國泰航空及港龍航空後，在機場建設的第三項同類型設施。

新培訓中心將建於機場島東南端的過路灣路。設施落成後將包括兩幢相連的行政大樓及飛行訓練大樓，總樓面面積約為22 900平方米。培訓中心將設有12個兩層高的模擬駕駛艙，以配合香港航空已計劃的機種，並設有大型安全訓練中心，足以容納一個一比一模擬機艙、課室及訓練室。

飛行培訓中心的興建工程將於今年稍後時間展開，目標是於2017年年底完成。



10 YEARS PLUS CARING ORGANISATION

十年關懷

The AA was recently awarded a "10 Years Plus Caring Organisation Logo" under the Caring Company Scheme of The Hong Kong Council of Social Service (HKCSS) for the first time.

The logo lauded AA's strong and steady engagement in volunteering and charitable giving, environmental protection and promotion of staff well-being over the past decade.

Launched by the HKCSS in 2002, the Caring Company Scheme aims to foster good corporate citizenship and build a more inclusive society. The AA has been acknowledged by the scheme as a "Caring Organisation" since 2005.

機管局最近首次獲香港社會服務聯會頒發「商界展關懷」計劃的「10年Plus『同心展關懷』標誌」，表揚機管局過去十載積極參與義務工作及捐助社群、推動環保，以及促進員工身心健康。

香港社會服務聯會於2002年推出「商界展關懷」計劃，旨在鼓勵企業履行公民責任，促進社會共融。機管局自2005年起一直獲這項計劃嘉許為「同心展關懷」機構。

OUTSTANDING STEWARDS OF SAFETY

機場優秀安全人員

The AA held the annual Airport Safety Recognition Scheme to honour outstanding airport staff who helped reinforce the safety culture at HKIA.

On 5 March, over 200 airport staff were recognised during the Scheme's award presentation ceremony. Winners across different categories, including Role Model Safety Behaviour, Accident Prevention Measure, Best Safety Supervisor and Good Safety Suggestion received awards from AA senior management on stage. In addition, 12 business partners that successfully attained safety targets and maintained sustainable safety performances were commended with Corporate Safety Performance Awards.

Appreciation trophies were also presented to Fire Services Department, Labour Department, Occupational Safety and Health Council, and Hong Kong Sheng Kung Hui Tung Chung Integrated Services for going the extra mile in fostering a safety culture at the airport.



機管局舉辦一年一度的「機場安全嘉許計劃」，以表揚機場員工在安全方面表現優秀，為加強機場安全文化出一分力。

嘉許計劃的頒獎典禮於3月5日舉行，超過200名機場員工獲表揚，他們在台上接受機管局高級管理人員頒發「模範安全行為」、「預防意外措施」、「最優秀安全督導員」及「優良安全建議」等各個組別的獎項。此外，12家業務夥伴成功達到安全目標，並維持卓越的安全表現，因而獲頒發「企業安全表現大獎」。

機管局亦向消防處、勞工處、職業安全健康局及香港聖公會東涌綜合服務等機構致送感謝紀念座，感謝他們為推動機場安全文化貢獻良多。



SILVERKRIS LOUNGE OPENS ANEW

銀刀貴賓室以新面貌迎賓

Singapore Airlines celebrated the official opening of its newly revamped SilverKris Lounge at Hong Kong International Airport (HKIA) on 6 February. With a new design concept theme, "Home away from home", the lounge provides passengers of the airline and its alliances a comforting place to unwind before taking their flights.

Located near Departures Gate 15, the redesigned lounge features separate sections for First and Business Class travellers. It gives passengers the familiarity of home with exclusive spaces modelled after kitchen, living room and shower facilities. The lounge is also equipped with productivity pods that allow passengers to work in privacy prior to their flights. What's more, a delectable selection of Singaporean dishes and drinks such as laksa and Singapore Sling, along with worldwide cuisines, are on the menu for customers to fill their appetites.

新加坡航空於2月6日，慶祝位於香港國際機場全新裝修的銀刀貴賓室正式開幕。貴賓室以「旅途上的家」為新設計的概念，務求給新加坡航空及其聯盟航空公司的旅客一個舒適地方，在展開旅程前可以輕鬆享受一番。

銀刀貴賓室鄰近15號登機閘口，新裝潢的設計為頭等及商務旅客分設專用空間。貴賓室仿照家居陳設，設有廚房、休閒廳及沐浴設施，讓旅客有置身家中的自在感覺，更配備私人工作間，使旅客在啟程前可以專心工作。此外，貴賓室提供世界各地美食之餘，亦有美味的精選新加坡菜式及飲品，如喇沙及新加坡司令，讓旅客大快朵頤。

CATERING COURTESY

提升餐飲服務質素

Food service comes with a smile at HKIA, and this has been further reinforced by a courtesy campaign organised by the Airport Authority (AA), which involved 21 catering operators at the airport's food courts.

The campaign featured seminars to help food court staff address their daily challenges, such as communicating effectively with customers and time management. A competition was also held, which assessed staff on their grooming, greeting, smiles, body language, attitude and going the extra mile to assist passengers.

An award presentation ceremony on 11 February marked the conclusion of the campaign. The top 20 performers of the assessment were awarded with certificates and prizes, while Tang Wai Ping from Ajisen Ramen garnered the Gold Award for amassing the highest assessment score.

香港國際機場的餐廳向來以禮待客，為進一步提升服務質素，機場管理局舉辦了禮貌運動，共有21家美食廣場的食肆參加。

禮貌運動包括舉行研討會，指導美食廣場的員工應付日常工作的挑戰，例如與客人有效溝通及時間管理。此外，運動亦舉行比賽，評估員工在儀容、打招呼、笑容、身體語言、態度及主動協助旅客等方面的表現。

於2月11日舉行的頒獎典禮上，在評估中表現最優異的20名員工獲頒發證書及獎項，其中味千拉麵員工鄧惠冰憑最高評分奪得金獎，禮貌運動亦告圓滿結束。



MORE CONNECTIONS

HKIA's connection with Japan is further strengthened followed by the joining of Jetstar Japan. The low-cost carrier debuted its passenger service from Hong Kong to Osaka on 28 February. With its rich cultural heritage, many shopping outlets and vibrant nightlife, Osaka has long been a popular hot spot for Hong Kong travellers.

For travellers who fancy a holiday with sun, sand and sea, here comes the good news. Peach Aviation added a new passenger flight to Okinawa on 21 February, while Cebu Pacific Air resumed passenger service to Kalibo on 2 March, offering more convenient access to the beach resort of Boracay.

更廣闊航空網絡

低成本航空公司捷星日本加盟香港國際機場，進一步加強機場與日本的航空網絡連繫。捷星日本首班從香港飛往大阪的客機於2月28日啟航。大阪擁有豐富的文化傳統，而且商店林立，夜間娛樂多姿多采，向來是港人的旅遊熱點。

另外，新航班服務亦為陽光海灘愛好者帶來喜訊。樂桃航空由2月21日起新增往來香港與沖繩的航線；而宿霧太平洋航空則於3月2日重新開設飛往菲律賓卡利博的航班服務，更方便旅客前往海灘度假勝地長灘島。

HONGQIAO AIRPORT SPREADS THE FESTIVE JOY

虹橋機場喜氣迎羊年

Shanghai Hongqiao International Airport entered into Year of the Ram with a series of colourful celebrations.

Cultural workshops were set up at Terminal 2 where renowned local artists showcased Chinese traditions such as paper cutting and palm weaving. Various entertainments such as dance, choir, short drama and Chinese verse speaking performances were also staged to enriching the festive atmosphere. In addition, passengers got a taste of a variety of festive treats offered by the airport's retail and catering outlets.

上海虹橋國際機場舉辦連串精采賀年活動，與旅客一同迎接羊年。

虹橋機場在二號航站樓設置文化工作坊，由當地知名藝術家表演剪紙及棕櫚葉編織等中國傳統藝術，並舉行多項娛樂表演，如舞蹈、合唱、短劇及中國詩詞朗誦等，讓旅客感受熱鬧的節日氣氛。機場的零售商店及餐廳亦提供多種節日美點給旅客品嚐。

► Hongqiao Airport enriches travellers' experience with a showcase of Chinese traditions during Chinese New Year.
虹橋機場於農曆新年期間，以不同的中國傳統藝術豐富旅客的機場體驗。



CUSTOMER FIRST AT HONGQIAO AIRPORT

虹橋機場以客為先

Shanghai Hongqiao International Airport's 2014 Customer Service Campaign came to a conclusion when an award presentation ceremony was held on 4 February at Terminal 2. Twenty-two teams were honoured at the event for demonstrating outstanding service in their different positions.

The ceremony also saw five teams and individuals receiving the Innovative Service Award, Quality Service Award and Individual Service Award for providing exceptional service and advocating innovative customer service initiatives. Winners were determined by a judging panel and through a public online survey. During the event, they were presented the awards by representatives from the East China Regional Administration of Civil Aviation Administration of China and its East China Air Traffic Management Bureau, as well as Shanghai Airport Authority.

上海虹橋國際機場舉辦的「2014年度優秀服務風采展示暨大獎頒獎典禮」活動圓滿結束，頒獎典禮於2月4日在二號航站樓舉行，來自不同崗位的22個團隊憑着優秀的服務獲得表揚。

此外，活動亦有五個團隊及個人分別獲頒「創新服務獎」、「精緻服務獎」及「明星服務獎」，嘉許他們提供超卓的服務及推動創新的顧客服務。得獎者由評審團評選及公眾網上調查選出，並在頒獎典禮上獲中國民用航空局屬下的華東管理局及華東空中交通管理局，以及上海機場（集團）有限公司的代表頒發獎項。

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GREENER CHINESE NEW YEAR 新春添綠意



Hong Kong International Airport (HKIA) has been awash with red and green during Chinese New Year, as the airport supported the Lai See Recycle and Reuse Programme for the fourth consecutive year. Initiated by Greeners Action, the campaign aims to reduce wastage of red packets following the festivities by encouraging the public to donate them for reuse.

As a Gold Packet Sponsor of the campaign, the Airport Authority (AA) set up 18 collection points throughout the terminals, HKIA Tower and Airport World Trade Centre between late February and mid-March. The drive received an overwhelming response with over 116,500 red packets collected, marking a 27% increase from previous year.

The AA also showed its green commitment by using FSC-certified paper to produce its red packets. With no year-specific design on the packets, it allows users to reuse them in subsequent festive celebrations.

香港國際機場慶祝新春佳節亦不忘保護環境，今年連續第四年支持由綠領行動舉辦的「利是封回收重用大行動」，藉着鼓勵公眾在春節過後捐贈利是封，循環再用，減少浪費。

機場管理局是活動的金封包贊助機構，於2月底至3月中旬期間，在客運大樓、機場行政大樓及機場世貿中心設置18個回收點。活動獲得熱烈響應，機管局共回收超過116 500個利是封，比往年增加27%。

此外，機管局亦貫徹環保承諾，使用森林管理委員會認證的紙張印製利是封，並採用每年節慶均合用的設計，方便重用。



BRAKE AWAY FROM CARBON EMISSIONS 放「駕」減碳



The AA's green effort was recognised as it recently attained the Gold measurement tier under the "Fuel Consumption Saver" and "Fuel Efficiency Improvement" categories of the Take a "Brake" Low Carbon Action – Corporate Green Driving Award Scheme 2014 organised by Friends of the Earth (HK).

The green scheme was launched in 2010 to encourage corporate drivers and employees who own cars to adopt eco-friendly driving habits. In supporting the scheme, the AA organised a seminar in July 2014 to share green driving tips with its staff, such as advanced planning of routes to reduce unnecessary mileage, energy-saving practices to reduce harmful emissions associated with driving, and effective vehicle maintenance.

機管局最近在香港地球之友舉辦的「『放駕一天』減碳行動—企業綠色駕駛獎勵計劃2014」中，奪得「燃油用量減幅」及「燃油效益改善」兩個組別的金獎，其推動環保的努力獲得肯定。

這項綠色計劃於2010年推出，目的是鼓勵企業及其員工在使用車輛時建立環保的駕駛習慣。為支持這項計劃，機管局於2014年7月舉辦講座，與員工分享環保駕駛心得，例如預先計劃駕駛路線以盡量縮短行車距離、節能駕駛方法以減少車輛的有害氣體排放，以及有效的車輛保養等。



EMBARKING ON A NEW GREEN CHALLENGE

迎接環保新挑戰



AA Senior Manager, Environment Mike Kilburn was recently appointed to a two-year term as the new Chairman of the Airports Council International's (ACI) Asia-Pacific Regional Environment Committee (REC).

The AA has been actively supporting the REC's various environmental campaigns since its establishment in 2012. The AA has also been driving new initiatives for the Committee, such as developing the Committee's first survey on environmental performances and practices among Asia-Pacific airports, a survey reviewing aircraft cabin waste management, and a survey examining reduced engine taxiing at airports in the Asia-Pacific region. Currently, the AA is working with the REC, ACI's World Environment Standing Committee and the International Air Transport Association to develop a standard practice for management of aircraft cabin waste for all airports and airlines.

Speaking on his appointment, Kilburn said, "I am honoured to be appointed to this role. I look forward to strengthening ties between regional airports so as to develop more green initiatives for the industry's sustainable development."

◀ AA Senior Manager, Environment Mike Kilburn shares his insights on the sustainability in the aviation industry at an ACI conference. 機管局環境事務高級經理吳敏在國際機場協會會議上分享對航空業可持續發展的見解。



機管局環境事務高級經理吳敏最近獲委任為國際機場協會亞太地區環境委員會的新任主席，任期為兩年。

自委員會於2012年成立以來，機管局一直積極支持委員會各類環保行動，亦協助推動新措施，包括籌劃委員會首個亞太區機場環保表現及措施調查、檢討機艙廢物管理的調查，以及研究亞太區機場減少飛機滑行的調查等。機管局現正與該委員會、國際機場協會世界環境常務委員會及國際航空運輸協會一同探討，為所有機場及航空公司就機艙廢物管理訂立一套實務準則。

談到獲委任為主席，吳敏說：「我很榮幸能擔任這個角色。我期望與區內機場建立更緊密聯繫，藉以推行更多環保措施，支持航空業可持續發展。」

HAPPY HOURS | 工餘時光

CHINESE NEW YEAR FUN AND FESTIVITIES

新春聯歡

AA staff revelled in the spirit of Chinese New Year as they enjoyed the raft of pre-festivity events organised by AA Staff Club.

機管局職員康樂會於農曆新年前舉辦連串迎春活動，讓員工感受過年的熱鬧氣氛。



◀ AA staff use recycled Lai See red packets to create their own festive lanterns. 機管局員工善用回收的利是封，製作賀年燈籠。

◀ Renowned Feng Shui master James Lee advises AA staff on their luck in the Year of Ram. 著名風水師李丞真向機管局員工贈言，講解羊年運程。



◀ Pasting up spring couplets for the Chinese New Year! Over 650 spring couplets are given away to the delight of AA colleagues. 貼揮春賀新春！揮春送贈活動共送出超過650幅揮春，為機管局員工送上春節祝福。



DID YOU KNOW? 你知道嗎?

660,000

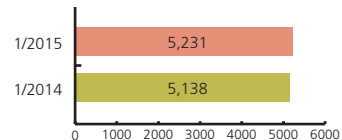
Hong Kong International Airport handles not only millions of passengers annually, but also thousands of animals. In 2014, the airport facilitated the transportation of over 660,000 animals. Aside from common household pets such as cats and dogs, animals handled also included species such as chinchillas, red-handed tamarins, ferrets and even sharks.

香港國際機場每年不僅接待數千萬人次的旅客，更處理數十萬計的動物。於2014年，機場運送的動物超過66萬隻，當中除了貓、狗等常見寵物外，更有絨鼠、紅手狨猴、鼬，甚至是鯊魚等動物。

MONTHLY THROUGHPUT 每月客貨運量

PASSENGER TRAFFIC

客運量 ('000 passengers 千人次)



CARGO TRAFFIC

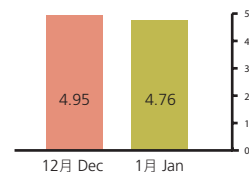
貨運量 ('000 tonnes 千公噸)



MONTHLY SAFETY PERFORMANCE 每月安全表現

INJURY RATE

受傷比率 (per million passengers 每百萬旅客)



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



Winner: Jackie Ching
得獎者: Jackie Ching
Caption: Cherry Blossom (Gyeonghwa Station, Jinhae, South Korea)
圖片說明: 櫻花·初見 (南韓鎮海慶和火車站)



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Winner: Maizy Fung
得獎者: Maizy Fung
Caption: Hokkaido (Japan)
圖片說明: 北海道 (日本)

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

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