To retain our leading position and meet rising demand, HKIA continually enhances its services. This commitment to service excellence helps us deliver an unrivalled airport experience to our passengers and customers.
DEAR STAKEHOLDERS,

Hong Kong International Airport (HKIA) enjoyed another year of growth and development in fiscal 2018/19, ended 31 March 2019. Air traffic reached new heights, reinforcing our status as one of the world’s busiest aviation hubs.

To retain our leading position and meet rising demand, HKIA continually enhances its services. This commitment to service excellence helps us deliver an unrivalled airport experience to our passengers and customers.

PREPARING THE FUTURE OF TRAVEL

Coping with people’s expectations for smoother, more personalised travel, we made great strides in adopting innovative, new technologies during the year.

For example, we installed new e-Security Gates that use travellers’ biometric data to expedite departure screening. We will soon extend this technology to transfer checkpoints and boarding gates, creating an end-to-end biometric network that offers seamless travel, while increasing our security and handling capacity.

We are also harnessing technology to serve passengers at various stages of their journey, even outside the airport. Our award-winning mobile app—“HKG My Flight”—was upgraded with a chatbot, real-time road traffic alerts and online payments for airport parking. In future, the app will let users pre-book airport services, such as baggage pickups from outside the airport, and offer travel tips based on passengers’ flights and destinations.

Behind the scenes, technology boosts our efficiency and helps us deploy personnel more effectively. For example, we are testing robots to monitor the terminal environment and employing artificial intelligence to enhance resource allocation. We are also exploring the use of the “Internet of Things” to monitor HKIA’s operations and utilising big data analytics to better understand and predict passenger behaviour.

NEW DINING AND SHOPPING EXPERIENCE

Excellent shops and restaurants make travelling more pleasant. This year, we completed phase one of the East Hall food court revamp, introducing branches of three Michelin-recommended brands that offer culinary delights around the clock. Phase two of the refurbishment started during the year and will be completed by the third quarter of 2019.
In 2018/19, we introduced Airport Shopping Ambassadors. With their extensive knowledge of HKIA’s outlets and offers, the ambassadors give passengers personalised recommendations, including the latest retail and food and beverage promotions, and help create customised shopping and dining itineraries.

Meanwhile, innovative retail concepts, such as technology-based entertainment and self-service shops and restaurants, are being planned.

**STRENGTHENING OUR CARGO HUB STATUS**

Cargo is an important business for HKIA. In 2018/19, for the ninth consecutive year, we were named the world’s busiest cargo airport.

We continue to focus on fast-growing, high-value cargo segments. In 2017/18, we received Centre of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma) accreditation from the International Air Transport Association (IATA). This year, we established our first airport-to-airport pharma corridor with Brussels Airport. To ensure their integrity, all shipments in the corridor are handled in strict compliance with CEIV Pharma standards and carried by a certified airline. We will promote this initiative to other airports with the objective of forming a network of secure pharmaceutical trade lanes.

In March 2019, the reliability of our cargo services was recognised again when we became the world’s first airport community to receive IATA’s Centre of Excellence for Perishable Logistics (CEIV Fresh) certification for handling high-value, perishable products. We led a community-based certification effort that included cargo terminal operators and a Hong Kong-based airline.

During the year, we awarded the rights to develop and manage a premium logistics centre in the South Cargo Precinct. Scheduled to open in 2023, the centre will incorporate cutting-edge robotics and automation as well as temperature-controlled facilities, and will help us capture opportunities from the burgeoning cross-boundary e-commerce and related logistics businesses.
PARTNERING FOR SUCCESS

HKIA crossed an important milestone in 2018/19, as the airport celebrated its 20th anniversary. I would like to express my profound gratitude to our business partners and to the 73,000 men and women working at HKIA who helped us achieve outstanding performance again during the year.

As HKIA’s businesses continue to flourish, the airport has opened a new chapter in its development—evolving from a transport hub to a mega-cluster that houses a wide spectrum of economic activities akin to a city, surrounding and radiating from the airport. The airport city vision will guide our future development for many years to come. This transformation will bring many challenges, but I have complete confidence in the airport community and the continued success of HKIA.

Fred Lam
Chief Executive Officer
Hong Kong, 3 June 2019