PASSENGER SERVICES
With new technologies and innovative ideas, Hong Kong International Airport (HKIA) smooths and enriches the passenger experience, reinforcing our status as a leading international aviation hub.

A WELCOMING ENVIRONMENT

In a major investment to enhance the airport’s ambience, we will transform the 49 boarding gates in Terminal 1 (T1) into vibrant zones catering to the needs of different groups of travellers. With themes such as entertainment and technology, family-friendly and relaxation, these zones will feature movies, interactive games and children’s play areas, as well as work tables and reclining chairs where passengers can unwind or catch up on their work. New landscaping and artwork will also be installed. The project will increase T1’s airside seating capacity by 5%. Designs for the gates were finalised in 2018/19, and construction will begin in 2019/20. Completion is scheduled for 2021.

During the year, we increased passenger convenience by introducing new services and upgrading existing amenities. For instance, we launched a drop box service at departure security checkpoints that lets passengers with non-dangerous goods that cannot be taken through security send the items to local or overseas addresses by mail. Passengers can also dispatch items prior to security screening from the post office or a new international courier counter in T1’s Departures Hall.

A medical post opened near Departure Gate 34, complementing an existing facility in the non-restricted area. Construction of a new shower room on the Arrivals Level has started, after the free showers that opened in 2017/18 proved popular with passengers. In addition, we boosted the efficiency of our lost-and-found services with a new, bar code–based system that helps us better track the location and retention period of items found at the airport.

The revamped boarding gate areas will better suit the needs of different types of travellers.

Annual Report 2018/19
PASSENGERS USING HKIA’S CROSS-BOUNDARY LAND AND SEA TRANSPORT (millions of passengers)

<table>
<thead>
<tr>
<th>Year</th>
<th>Passengers</th>
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<tbody>
<tr>
<td>14/15</td>
<td>5</td>
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<td>17/18</td>
<td>2</td>
</tr>
<tr>
<td>18/19</td>
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SMART TRAVEL AT HKIA

To expedite passenger flow, 44 e-Security Gates were installed at T1’s departure security checkpoints in 2018/19. The gates use facial recognition technology to compare passengers’ biometric data and passport photos, allowing for processing time of about 20 seconds. By 2020, we plan to install around 40 of these gates at nine of HKIA’s transfer security checkpoints.

The e-Security Gates are part of a plan to implement a single-token travel experience at HKIA. We will extend the use of facial recognition technology from check-in to boarding, so passengers can use their face as identification and breeze through the airport.

This year, we added several convenient features to our mobile app, “HKG My Flight”. Travellers can now receive traffic congestion alerts 4 hours before their flight and use the app to pay for parking at HKIA. A chatbot has been introduced to answer questions about flights.

e-Security Gates complete identity verification in about 20 seconds
Technovation Conference and Exhibition into a two-day event and welcomed a record 1,400 participants. The Smart Airport Technovation Awards were launched at the event to further encourage the airport community to adopt innovative technologies.

Garbage on the floor and problems with overhead lights and flight information displays.

Airport Authority Hong Kong (AAHK) continues to support the development and introduction of new technologies at HKIA. This year we expanded the Smart Airport and our facilities and services. The chatbot handles queries from about 3,000 users each day, with a 93% success rate. And an e-coupon service helps shoppers easily collect, manage and redeem coupons from online and physical stores at HKIA. New functions, such as booking baggage pickups and destination guides, are now under development.

"HKG My Flight" is widely recognised in the information technology industry, winning a gold award in the Hong Kong ICT Awards and a merit award in the Asia Pacific ICT Alliance Awards.

Technology is also used to maintain a pleasant environment. This year, we piloted the use of a multifunctional robot that gathers data on environmental conditions, such as temperature, and the status of Wi-Fi and iBeacon signals in the terminal buildings. In future, we will introduce video analytics that will permit the robots to detect anomalies such as garbage on the floor and problems with overhead lights and flight information displays.

Traffic alerts and online payment for airport parking

More friendly services from our “HKG My Flight” mobile app

Chatbot

e-Coupon

Robots monitor the terminal environment

iBeacon signals

Wi-Fi signals

Temperature

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The refurbished East Hall food court offers a wider variety of cuisines around the clock.

ENRICHED DINING AND SHOPPING

Dining and shopping are keys to passenger satisfaction and a focus for our enhancement activities.

In December 2018, renovations on the north side of the East Hall food court were completed. Branches of three Michelin-recommended brands—Tasty Congee & Noodle Wantun Shop, PUTIEN and Moon Thai Express—opened and are now serving passengers around the clock. Renovations on the south side of the food court started in February 2019 and will be completed in the third quarter of 2019, when four new food kiosks will open. The project increases the food court’s total seating capacity from 900 to 1,200.

Launched in October 2018, the Airport Shopping Ambassadors programme helps passengers make faster, better-informed decisions by proactively offering information about the airport’s shopping and dining outlets and latest promotions. In its first six months of operation, around 170,000 passengers used this popular service.

In December 2018, we introduced an electronic version of the Airport Shopping Ambassadors programme. Passengers sending an enquiry via www.hongkongairport.com receive shopping and dining information, as well as itinerary suggestions before they arrive at HKIA. An e-newsletter that keeps passengers abreast of new shops and services at HKIA also debuted in December 2018.

We continue to diversify our retail mix, introducing new categories such as athleisure wear and kids entertainment. Product variety on “HKairport Shop”, an online platform where passengers order goods and pick them up at HKIA, expanded with the addition of lifestyle and travel gadgets, fashion accessories and watches. “HKairport Shop” now offers more than 3,500 items.
HKIA’s shopping and dining won several accolades in 2018, including two prestigious “Product Awards” from Duty Free News International. For the ninth time since 2007, HKIA was cited in the annual Skytrax survey for offering the “World’s Best Airport Dining Experience”.

PASSENGERS BY MARKET
(year ended 31 March 2019)

SOUTH EAST ASIA 25%
MAINLAND 20%
JAPAN 12%
TAIWAN 11%
EUROPE 8%
USA & CANADA 7%
AUSTRALASIA 5%
OTHERS 12%

Stationed in key locations throughout HKIA’s retail areas, Airport Shopping Ambassadors advise passengers on the airport’s dining and shopping information and latest promotions.
INCREASED SAFETY AND SECURITY

The safety and security of passengers, airport staff and our business partners remains our highest priority.

All transfer passengers may now carry more than 100 millilitres of liquids, aerosols and gels (LAGs) in sealed, tamper-evident bags in their hand baggage. In August 2018, following acceptance by Hong Kong’s Aviation Security Authority, we updated screening procedures for LAGs carried through HKIA’s transfer security checkpoints in sealed, tamper-evident bags. The revised procedures introduced the security screening of LAGs using equipment that is specifically designed to detect liquid explosives.

The new procedures were subsequently approved by the US Department of Homeland Security and Australia’s Department of Home Affairs, thereby exempting airlines operating flights to the US and Australia from having to conduct additional searches of LAGs at boarding gates. The new arrangements enhance transfer security screening and provide a smoother boarding experience for passengers.

In 2018/19, we completed a two-year programme to add ramp handling to HKIA’s business continuity manual, which documents major operational risks and our plans to address them. Working with the three ramp handling companies operating at HKIA, we identified specific risks that may disrupt airport operations. These risks were consolidated as a subcategory in our Operational Risk Register. Each risk was assessed and, where appropriate, mitigation measures were applied and business continuity plans established.

This year, the Airport Composite Safety Index score was 2.78, exceeding our target by 26.5%
This year, we organised over 70 seminars, campaigns and training sessions and staged more than 30 drills. Our efforts to promote a robust safety culture throughout the airport community were recognised with multiple accolades from the Occupational Safety and Health Council, including a “Safety Management System Award”, a “Safety Culture Award” and a “Safety Performance Award”.

In 2018/19, we achieved an Airport Composite Safety Index score of 2.78, exceeding the target of 3.78 by 26.5%. The index measures the injury rate among passengers and staff at HKIA.

**AIRPORT SERVICE QUALITY (ASQ) SURVEY OVERALL SATISFACTION SCORE**

86.9% EXCELLENT

13.0% VERY GOOD

0.1%* GOOD

* There were 3 cases of Overall Satisfaction scoring 3 (Good) in 2018.

Source: ASQ Official Report 2018
PASSENGER SERVICES

PASSENGER TRAFFIC AND INJURY RATE

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Passengers</th>
<th>Injury Rate</th>
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<td>14/15</td>
<td>64.7</td>
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<tr>
<td>15/16</td>
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<td>18/19</td>
<td>75.1</td>
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</table>

EXTENSIVE CROSS-BOUNDARY CONNECTIVITY

Extensive cross-boundary transport links help HKIA capture the vast opportunities in the Greater Bay Area (GBA).

In 2018/19, cross-boundary land transport at HKIA served 1.94 million passengers. SkyPier, which provides ferry services between HKIA and nine ports in the GBA, served 2.5 million travellers.

The Hong Kong-Zhuhai-Macao Bridge (HZMB), which opened in October 2018, helps enlarge our catchment area by strengthening our connectivity with the GBA. The HZMB reduces travel time to the western Pearl River Delta from 4 hours to about 45 minutes.

In tandem with the HZMB’s commissioning, we established a city terminal at Zhuhai Port. Seven airlines, including four Hong Kong-based carriers, offer upstream check-in (UCI) services at the new terminal. Another city terminal is expected to open at the Macao Boundary Crossing Facilities in the second quarter of 2019.

Check-in facilities equipped with baggage acceptance are also available at the HZMB’s Hong Kong Boundary Crossing Facilities and at the Guangzhou-Shenzhen-Hong Kong Express Rail Link’s West Kowloon Station. These facilities offer passengers a smooth transit experience.

In 2018/19, we kept expanding our network of city terminals in

The HZMB reduces travel time from HKIA to the western Pearl River Delta to about 45 minutes.
other parts of the GBA, including Shengli Bus Station in Jiangmen, Ocean Plaza in Zhongshan, YiCi Station in Kai Ping and Guangzhou East Railway Station. We also conducted trials of a service that lets passengers drop their bags at the city terminal in Guangzhou Yitai Square before taking a ferry to HKIA.

During the year, we expanded our UCI service—which lets passengers check in at ferry ports or land points in the GBA before taking a ferry or coach directly to HKIA for their flight. With the addition of the HZMB’s Zhuhai Port and the Guangdong Yingbin Hotel, UCI service is now available in 16 locations.

In 2018/19, Lanmei Airlines started offering UCI service at seven ferry ports served by SkyPier. All Nippon Airways and Air Japan extended their UCI service to Zhongshan and Dongguan ports, while HK Express, China Airlines and Mandarin Airlines began service from Guangzhou Nansha Port.

We continue to work closely with governments, airlines, and ferry and ground transport operators to facilitate the development of intermodal products that simplify the booking of travel between HKIA and other destinations in the GBA. In February 2018, Hong Kong and the Mainland signed a memorandum of understanding (MOU) that allows designated airlines from both sides to share flight codes with sea and land transport operators. The land and sea journeys then become an extension of the airlines’ flights. Since November 2018, travel agents have been able to reserve these code-sharing products for journeys between SkyPier and nine GBA ferry ports on all global distribution systems.

Another MOU was signed in February 2019 to expand the intermodal code-sharing arrangements to cover all types of land transport, including railway services, passenger vehicles and coaches. AAHK is in discussion with HKIA’s cross-boundary land transport operators to develop more intermodal packages for passengers’ convenience.